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Name:_____ Class:_____ Date:_____

Chapter 01: Organizational Behavior and Opportunity

1. Organizational behavior refers to:
   a. the study of individual mannerisms and group dynamics in organizations.
   b. the study of organizational ethics and values.
   c. the assessment of an organization's performance.
   d. the steps taken by an organization to address failures.

ANSWER: a

2. In the context of human behavior in organizations, change is:
   a. the transformation or modification of an organization and/or its stakeholders.
   b. a customer-oriented philosophy of organizational management.
   c. a call to competition, contest, or battle.
   d. the probability of organizational success.

ANSWER: a

3. In the context of human behavior in organizations, which of the following best defines a challenge?
   a. It is the mastery of abilities essential to successful functioning in organizations.
   b. It is the unofficial and less visible part of a system.
   c. It is the transformation or modification of an organization and/or its stakeholders.
   d. It is the call to competition, contest, or battle.

ANSWER: d

4. Which of the following organizational variables affects human behavior at work?
   a. performance appraisal
   b. job satisfaction
   c. absenteeism
   d. organizational turnover

ANSWER: a

5. The internal perspective of human behavior focuses on:
   a. the work load of an individual.
   b. the past experiences of an individual.
   c. consequences and environmental forces.
   d. organizational communication channels.

ANSWER: b

6. The proponents of internal perspective understand human behavior in terms of an individual's.
   a. thoughts
   b. work environment
   c. job pressure
   d. education

ANSWER: a

7. Identify a true statement about the internal perspective of human behavior.
   a. It explains human behavior by analyzing environmental forces.

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b. It is psychodynamically oriented and focuses on an individual's thoughts and feelings.
c. It excludes consideration of a person's history.
d. It focuses on individuals' organizational roles to understand their behaviors.

ANSWER: b

8. Daisy, a programmer at AITech, receives the Best Annual Performer Award for 2017. Daisy's manager, Lucy, feels that Daisy's success is a result of their desire to excel at work. Which of the following perspectives for understanding human behavior does Lucy use to explain Daisy's behavior?
a. the internal perspective
b. the external perspective
c. the interactive perspective
d. the cultural perspective

ANSWER: a

9. Which perspective focuses on factors outside an individual to understand behavior?
a. emotional
b. external
c. internal
d. behavioral

ANSWER: b

10. Which of the following is true of the external perspective of human behavior?
a. It explains human behavior by analyzing individual thoughts and feelings.
b. It is psychodynamically oriented.
c. It includes consideration of a person's history.
d. It focuses on environmental forces to understand behavior.

ANSWER: d

11. Ben, an employee at Pacey, almost always receives positive feedback on their work. However, one of Ben's colleagues, Jenny, does not acknowledge their hard work and dedication; instead, they feel that Ben performs well because the company pays them a high salary. Which of the following perspectives for understanding human behavior does Jenny most likely use to explain Ben's behavior?
a. the internal perspective
b. the external perspective
c. the interactive perspective
d. the cultural perspective

ANSWER: b

12. In the context of understanding human behavior, Kurt Lewin combined internal and external perspectives with his claim that behavior is a function of:
a. individual preferences for leadership styles.
b. compliance and deviance within social groups.
c. organizational culture and group dynamics.
d. both a person and their environment.

ANSWER: d

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13. In the context of interdisciplinary influences on organizational behavior, is the science of human behavior.
    a. philosophy
    b. sociology
    c. management
    d. psychology

ANSWER: d

14. Which of the following is true of psychology?
    a. It takes society rather than an individual as its point of departure.
    b. It traces its origins to philosophy and the science of physiology.
    c. It enhances our understanding of the design of work.
    d. It includes the design, implementation, and management of various administrative and organizational systems.

ANSWER: b

15. What is the science of society that has contributed greatly to our knowledge of group and intergroup dynamics?
    a. philosophy
    b. sociology
    c. engineering
    d. anthropology

ANSWER: b

16. Which of the following is true of sociology?
    a. It takes individuals rather than society as its point of departure.
    b. It has enhanced our understanding of the design of work.
    c. It focuses on the variety of roles within a culture and the norms of behavior in groups.
    d. It includes the design, implementation, and management of various administrative and organizational systems.

ANSWER: c

17. Which of these is the applied science of energy and matter?
    a. biology
    b. engineering
    c. ecology
    d. medicine

ANSWER: b

18. Lindock Corp., an electronics manufacturer, emphasizes employee productivity and efficiency through the application of organizational goal-setting programs and differential piece-rate systems. In this scenario, to understand the behavior of its employees, the management at Lindock Corp. is most likely borrowing ideas from the discipline of _____.
    a. psychology
    b. anthropology
    c. sociology
    d. engineering

ANSWER: d

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19. In the context of interdisciplinary influences on organizational behavior, _____ is the science of human learned behavior.
    a. management
    b. anthropology
    c. sociology
    d. psychology

ANSWER: b

20. What is the study of overseeing activities and supervising people in organizations?
    a. psychology
    b. medicine
    c. engineering
    d. management

ANSWER: d

21. Which discipline was the first to take the modern corporation as the unit of analysis?
    a. engineering
    b. sociology
    c. management
    d. anthropology

ANSWER: c

22. Which of the following is true of management?
    a. It takes society rather than the individual as its point of departure.
    b. It traces its origins to philosophy and the science of physiology.
    c. It examines the effects of efficient organizational cultures on organizational performance.
    d. It includes the design, implementation, and supervision of various administrative and organizational systems.

ANSWER: d

23. Which of the following disciplines focuses on both physical and psychological health as well as industrial mental health?
    a. management
    b. biology
    c. medicine
    d. engineering

ANSWER: c

24. Which of the following has gained increased attention as a way to prevent medical problems resulting from poor design of workstations?
    a. ergonomics
    b. counseling
    c. mentoring
    d. anthropology

ANSWER: a

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25. Which of the following is true of medicine?
    a. It emphasizes mental health over physical health.
    b. It emphasizes group well-being over individual well-being.
    c. It focuses on both physical and industrial mental health.
    d. It focuses on organizational success and well-being.

ANSWER: c

26. In the context of organizational behavior, people become in the midst of change.
    a. open and responsive
    b. more productive
    c. more motivated
    d. rigid and reactive

ANSWER: d

27. E-Wisdom, a publishing company, implements a new business strategy to keep both talent and information within the organization by creating their own content instead of outsourcing it. In the given scenario, which of the following factors has most likely influenced the company's new business strategy?
    a. the potential for role ambiguity
    b. the potential for data loss
    c. the potential for employee burnout
    d. the potential for intragroup conflict

ANSWER: b

28. According to Eric Brown, which of the following is an action step for adapting to change?
    a. being relentless to decisions
    b. believing in leadership
    c. having a positive attitude
    d. having a reactive attitude

ANSWER: c

29. In the context of internal components of organizations, the of an organization is its mission, purpose, or goal for existing.
    a. people
    b. task
    c. structure
    d. technology

ANSWER: b

30. In the context of internal components of organizations, the is the wide range of tools, knowledge, and/or techniques used to transform inputs into outputs.
    a. people
    b. task
    c. structure
    d. technology

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ANSWER: d

31. In the context of organizations as open systems, which of the following is a major internal component of organizations?
    a. customer
    b. technology
    c. office design
    d. government regulation

ANSWER: b

32. In the context of internal components of organizations, the are the human resources of an organization.
    a. tasks
    b. technologies
    c. structures
    d. people

ANSWER: d

33. In the context of the open systems view of organization, _____ involves the systems of communication, authority and roles, and workflow.
    a. task
    b. technology
    c. structure
    d. output

ANSWER: c

34. Federal regulators are part of an organization's:
    a. formal structure.
    b. internal task environment.
    c. external task environment.
    d. informal structure.

ANSWER: c

35. In the context of organizational systems, which of the following is true of inputs?
    a. They are the transformed products delivered to consumers and clients.
    b. They are the materials and resources that are transformed by the organization's technology component.
    c. They are the human, informational, material, and financial resources used by an organization.
    d. They are the products that return to organizations from unsatisfied customers.

ANSWER: c

36. The materials and resources that are transformed by an organization's technology component are called.
    a. inputs
    b. throughputs
    c. outputs
    d. bandwidths

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ANSWER: b

37. Which of the following contributes to trust in organization–stakeholder relationships?
    a. performance appraisal
    b. organizational behavior
    c. organizational transparency
    d. role negotiation

ANSWER: c

38. Which of the following is true of a formal organization?
    a. It is the less visible part of an organization.
    b. It enables people to think of an organization in logical and rational ways.
    c. It is the part of an organization that indirectly contributes to employee bonding.
    d. It emphasizes people's feelings, thoughts, and attitudes over job performance.

ANSWER: b

39. The unofficial and less visible part of an organization is called the.
    a. central organization
    b. informal organization
    c. functional organization
    d. external organization

ANSWER: b

40. Which of the following is true of the informal elements of an organization?
    a. They are points of diagnostic and intervention activities in organizational development.
    b. They do not directly affect individual behavior in the organization.
    c. They are often the most visible part of the organization.
    d. They enable people to think of the organization in logical and rational ways.

ANSWER: a

41. The Hawthorne studies, conducted during the 1920s and 1930s, first suggested the importance of the in an organization.
    a. functional elements
    b. formal elements
    c. informal elements
    d. central elements

ANSWER: c

42. Which of the following is a formal element of an organization?
    a. values
    b. group norms
    c. communication channels
    d. perceptions and attitudes

ANSWER: c

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43. Which of the following would be considered informal elements of an organization?
    a. communication channels
    b. authority structures
    c. beliefs and assumptions
    d. policies and procedures

ANSWER: c

44. Which of the following is an informal element of an organization?
    a. goals and objectives
    b. job descriptions
    c. perceptions
    d. policies

ANSWER: c

45. Which sector of the economy includes the production of basic materials, such as steel, and the production of finished products?
    a. manufacturing sector
    b. nonprofit sector
    c. government sector
    d. service sector

ANSWER: a

46. Kantone Corp. is a company that deals with the production and sales of motorcycles. The company saw its profits gain by 15 percent in the current financial quarter. Kantone Corp. operates in the of the economy.
    a. manufacturing sector
    b. government sector
    c. service sector
    d. nonprofit sector

ANSWER: a

47. Which of the following statements is true of the service sector of the economy?
    a. It includes the production of basic materials as well as the production of finished products.
    b. It includes transportation, financial services, insurance, and retail sales.
    c. It provides essential infrastructure to all other sectors.
    d. It provides needs that are essential for our collective well-being.

ANSWER: b

48. SureYou, a company based in Dallas, provides health and medical insurance. The company introduced new schemes and benefits to its customers in hopes of increasing sales. SureYou is an example of a company that operates in the of the economy.
    a. manufacturing sector
    b. service sector
    c. nonprofit sector
    d. government sector

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ANSWER: b

49. Identify the sector of the economy that provides essential infrastructure and is important to our collective well-being because it meets needs that other sectors do not address.
    a. the manufacturing sector
    b. the government sector
    c. the nonprofit sector
    d. the service sector

ANSWER: b

50. Relief & Wellbeing is an organization that provides aid to victims of natural disasters. Over the years, the company has helped thousands of people during troubled times. Relief & Wellbeing most likely operates in the sector of the economy.
    a. manufacturing
    b. service
    c. nonprofit
    d. government

ANSWER: c

51. Which of the following is true of the government sectors of the economy?
    a. They include the production of basic materials.
    b. They include transportation, financial services, insurance, and retail sales.
    c. They include the production of finished products.
    d. They provide essential infrastructure to the public.

ANSWER: d

52. There is evidence that is a leading force driving change at work and has increased significantly during the past few decades, especially in industries such as banking, finance, and air transportation.
    a. global competition
    b. politics
    c. employee attrition
    d. centralization

ANSWER: a

53. Which of the following is true of corporate competition?
    a. It helps to avoid changes within an organization.
    b. It provides the opportunity for revitalization.
    c. It prevents restructuring and downsizing.
    d. It avoids marginalization of part-time professionals.

ANSWER: b

54. Which of the following strategies in organizations might lead to employment uncertainty for people?
    a. acquisition strategies
    b. cost-cutting strategies
    c. transformational strategies

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d. behavioral strategies

ANSWER: b

55. Which of the following statements is true of quality improvement in business?
a. It leads to organizational turnover.
b. It enhances the probability of organizational success.
c. It results in increased absenteeism.
d. It decreases employee motivation due to increased work stress.

ANSWER: b

56. In an organization, results customer responsiveness and resource effectiveness that leads to competitive advantage.
a. high employee turnover
b. quality improvement
c. role negotiation
d. micromanagement

ANSWER: b

57. Which of the following is a customer-driven philosophy of management?
a. behavioral management
b. total quality management
c. performance management
d. structural management

ANSWER: b

58. Which of the following is true of Six Sigma philosophy?
a. It helps influence managerial decisions.
b. It emphasizes company-wide quality improvement.
c. It emphasizes the formation of self-managed teams.
d. It advocates horizontal hierarchy.

ANSWER: b

59. Which of the following statements is true of total quality in organizations?
a. It has direct effects on the behavior of employees at all levels in an organization.
b. It is the transformation or modification of an organization and/or its stakeholders.
c. It emphasizes the formation of self-managed teams within an organization.
d. It increases the process time for a business.

ANSWER: a

60. Managing organizational behavior during changing times is challenging because of the:
a. emergence of small-scale industries.
b. decreasing globalization of organizations' operating territory.
c. decreasing diversity of organizational workforces.
d. continuing demand for higher levels of moral behavior at work.

ANSWER: d

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61. In any field of study, objective knowledge is developed through:
    a. close supervision.
    b. intensive training.
    c. coercive leadership.
    d. basic and applied research.

ANSWER: d

62. The mastery of abilities essential to successful functioning in organizations is called.
    a. data mining
    b. information exchange
    c. data integration
    d. skill development

ANSWER: d

63. Which of the following is true of critical thinking?
    a. It can be developed by rote memorization.
    b. It helps individuals to identify inconsistencies and limitations in the current body of objective knowledge.
    c. It can be used to enhance one's communication skills.
    d. It helps individuals to set new standards of organizational behavior.

ANSWER: b

64. Critical thinking is based on:
    a. knowledge and understanding of basic ideas.
    b. compliance and obedience to leadership.
    c. behavior and performance of employees.
    d. structure and management of an organization.

ANSWER: a

65. Which attitude is at the core of critical thinking?
    a. realistic
    b. decisive
    c. probing
    d. cautious

ANSWER: c

66. In an organization, developing skills differs from acquiring objective knowledge because skill development requires:
    a. structured practice.
    b. applied research.
    c. scientific observation.
    d. experimentation.

ANSWER: a

67. Which of the following is a key function of experiential learning?

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a. enlightening students through the verbal medium
b. helping students in memorizing topics
c. engaging students in individual or group activities that are systematically reviewed
d. teaching students through digital media rather than traditional methods

ANSWER: c

68. To ensure that skill development does occur and that the learning is self-correcting as it occurs, first, a student:
a. must rely primarily on the group process.
b. should avoid experimenting with new ideas.
c. must passively accept the direction of others with more knowledge.
d. must accept responsibility for their own behavior, actions, and learning.

ANSWER: d

69. One of the advantages of structured, experiential learning is that:
a. it explains people's actions and behavior in terms of their histories and personal value systems.
b. a person can explore new behaviors and skills in a comparatively safe environment.
c. it focuses on factors outside the person to understand behavior.
d. the behavior of employees at all levels in an organization is altered.

ANSWER: b

70. The ultimate objective of skill application and experiential learning is that:
a. one channelizes the experiences gained from the ordered activities in the workplace and employs them in aptitude tests.
b. one transfers the process employed in learning from structured activities to learning from unstructured opportunities in the workplace.
c. one conveys information from their instructors to their peers.
d. one modifies one's behavior to comply with organizational standards.

ANSWER: b

71. The study of organizational behavior is primarily concerned with the psychosocial, interpersonal, and behavioral dynamics in organizations.
a. True
b. False

ANSWER: True

72. The external perspective of understanding human behavior looks at workers' minds to understand their behavior.
a. True
b. False

ANSWER: False

73. Sociology takes society rather than the individual as its point of departure.
a. True
b. False

ANSWER: True

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74. Medicine focuses on both physical and psychological health as well as industrial mental health.
    a. True
    b. False
ANSWER: True

75. Early research of individuals and organizations found that people often become open and responsive in the midst of change.
    a. True
    b. False
ANSWER: False

76. A complete understanding of organizational behavior requires an understanding of both human behavior and of the organizational context.
    a. True
    b. False
ANSWER: True

77. The informal organization is the official, legitimate, and most visible part of an organization.
    a. True
    b. False
ANSWER: False

78. The formal elements of an organization must always be considered because they provide the context for the informal elements of the organization.
    a. True
    b. False
ANSWER: True

79. The manufacturing sector of the economy includes transportation, financial services, insurance, and retail sales.
    a. True
    b. False
ANSWER: False

80. Nonprofit organizations are important to our collective well-being because they meet needs that other sectors do not address.
    a. True
    b. False
ANSWER: True

81. Global competition, a leading force driving change at work, has increased significantly during the past few decades, especially in industries such as banking, finance, and air transportation.
    a. True
    b. False
ANSWER: True

82. Total quality management is an employee-driven philosophy of management.

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a. True
b. False

ANSWER: False

83. Total quality management is the total dedication to continuous improvement.
a. True
b. False

ANSWER: True

84. Critical thinking enables students to identify inconsistencies and limitations in the current body of objective knowledge.
a. True
b. False

ANSWER: True

85. Skill development is facilitated by structured practice and feedback.
a. True
b. False

ANSWER: True

86. Define organizational behavior and list the organizational variables that affect human behavior at work.

ANSWER: Answers will vary. Organizational behavior is defined as the study of individual behavior and group dynamics in organizations. The study of organizational behavior is primarily concerned with the psychosocial, interpersonal, and behavioral dynamics in organizations. The organizational variables that affect human behavior at work include jobs, the design of work, communication, performance appraisal, organizational design, and organizational structure. Please see the section "Human Behavior in Organizations" for more information.

87. Differentiate between the internal perspective and the external perspective of understanding human behavior.

ANSWER: Answers will vary. The vast majority of theories and models of human behavior fall into two basic categories: that of an internal perspective and that of an external perspective. The internal perspective looks at workers' minds to understand their behavior. It is psychodynamically oriented, and its proponents understand human behavior in terms of the thoughts, feelings, past experiences, and needs of the individual. The internal perspective explains people's actions and behavior in terms of their histories and personal value systems. The external perspective, on the other hand, focuses on factors outside the person to understand behavior, that is, external events, consequences, and environmental forces. This perspective excludes consideration of a person's history, feelings, thoughts, and personal value system in interpreting actions and behavior. Please see the section "Human Behavior in Organizations" for more information.

88. Explain the interdisciplinary influences of our understanding of human behavior in organizations.

ANSWER: Answers will vary. The sciences of psychology, sociology, engineering, anthropology, management, and medicine have all contributed to our understanding of human behavior in organizations. Psychology, the science of human behavior, was developed during the closing decades of the nineteenth century. Psychology traces its origins to philosophy and the science of physiology. Sociology, the science of society, has contributed greatly to our knowledge of group and intergroup dynamics. Engineering is the applied science of energy and matter. It enhances our understanding of the design of work. Anthropology, the science of human learned behavior, is especially important to our understanding of organizational culture. Management,

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originally called administrative science, is the study of overseeing activities and supervising people in organizations. Medicine, the applied science of treating diseases to enhance an individual's health and well-being, focuses on both physical and psychological health as well as industrial mental health. Please see the section "Human Behavior in Organizations" for more information.

89. How do people perceive change in organizations?

ANSWER: Answers will vary. Early research of individuals and organizations in the midst of environmental change found that people often experience change as a threat and respond by relying on well-learned and dominant forms of behavior. That is, people often become rigid and reactive in the midst of change rather than open and responsive. This behavior works well in the face of gradual, incremental change. Big changes disrupt people's habitual behavior and force them to learn new skills, often creating discomfort and discontent. Please see the section "Behavior in Times of Change" for more information.

90. Explain organizations as open systems.

ANSWER: Answers will vary. Organizations are open systems of interacting components, including people, task, technology, and structure. These internal components also interact with components in the organization's task environment. Please see the section "The Organizational Context" for more information.

91. In the context of the organization system, what are inputs, throughputs, and outputs?

ANSWER: Answers will vary. The organization system works by taking inputs, converting them into throughputs, and delivering outputs to its task environment. Inputs are the human, informational, material, and financial resources used by the organization. Throughputs are the materials and resources as they are transformed by the organization's technology component. Once the transformation is complete, they become outputs for customers, consumers, and clients. Please see the section "The Organizational Context" for more information.

92. Distinguish between the formal and informal organizations. Which of these affects organizational behavior?

ANSWER: Answers will vary. The formal organization is the official, legitimate, and most visible part of the organization, and it enables people to think of organizations in logical and rational ways. The informal organization is unofficial and less visible. The formal and informal elements of an organization can sometimes conflict. It is the informal elements involving people's feelings, thoughts, and attitudes about their work that most affect their behavior and performance, but individual behavior plays out in the context of both the formal and informal elements of the system, becoming, in the process, organizational behavior. Please see the section "The Formal and Informal Organization" for more information.

93. What are the informal elements that affect behavior and performance in an organization?

ANSWER: Answers will vary. The informal elements of an organization are often points of diagnostic and intervention activities in organizational development. It is the informal elements involving people's feelings, thoughts, and attitudes about their work that most affect their behavior and performance, but individual behavior plays out in the context of both the formal and informal elements of the system, becoming, in the process, organizational behavior. Employees' moods, emotions, and dispositions all influence critical organizational outcomes such as job performance, decision making, creativity, turnover, teamwork, negotiation, and leadership. Please see the section "The Formal and Informal Organization" for more information.

94. Identify the different sectors in an economy.

ANSWER: Answers will vary. Large and small organizations operate in each sector of the economy: the private, manufacturing, service, government, and nonprofit sectors. In the private sector are a great variety of organizations that play an important role in the economy. The manufacturing sector includes the production of basic materials, such as steel, and the production of finished products, such as automobiles and electronic equipment. The service sector includes transportation, financial services, insurance, and retail sales. The

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government sectors, which provide essential infrastructure, and nonprofit organizations are important to our collective well-being because they meet needs that other sectors do not address. Please see the section "Diversity of Organizations" for more information.

95. Briefly explain the forces that drive change at work.

ANSWER: Answers will vary. Global competition, which is a leading force driving change at work, has increased significantly during the past few decades, especially in industries such as banking, finance, and air transportation. As a result, change has accelerated and, with it, both opportunities and risks. Corporate competition creates performance and cost pressures, changes that have a ripple effect on people and their behavior at work. Although one such risk for employees is the marginalization of part-time professionals, good management practice can ensure their integration. Furthermore, although competition may lead to downsizing and restructuring, it also provides the opportunity for revitalization. And small companies don't necessarily lose in this competitive environment. Please see the section "Change Creates Opportunities" for more information.

96. Explain how quality improvement helps in organizational success.

ANSWER: Answers will vary. Quality improvement enhances the probability of organizational success in increasingly competitive industries. It is an enduring feature of an organization's culture and of the economic competition we face today. It leads to competitive advantage through customer responsiveness, results acceleration, and resource effectiveness. Please see the section "Change Creates Opportunities" for more information.

97. Describe the activities involved in learning about organizational behavior.

ANSWER: Answers will vary. Learning about organizational behavior includes at least three activities. First, the science of organizational behavior requires the mastery of a certain body of objective knowledge. Objective knowledge results from research, experimentation, and scientific observation. Second, the practice of organizational behavior requires skill development based on knowledge and an understanding of oneself in order to master the abilities essential to success. Third, both objective knowledge and skill development must be applied in real-world settings. Please see the section "Learning about Organizational Behavior" for more information.

98. Explain the benefits of critical thinking in organizations.

ANSWER: Answers will vary. Critical thinking enables one to question or challenge the results of specific research or consider how such research should be applied in a particular work setting. Critical thinking, based on knowledge and understanding of basic ideas, leads to inquisitive exploration and is a key to accepting the responsibility of coproducer in the learning process. A questioning, probing attitude is at the core of critical thinking. The student of organizational behavior should evolve into a critical consumer of knowledge related to organizational behavior—one who is able to intelligently question the latest research results and distinguish plausible, sound, new approaches from fads that lack substance or adequate foundation. Ideally, the student of organizational behavior develops into a scientific, professional manager who is knowledgeable in the art and science of organizational behavior. Please see the section "Learning about Organizational Behavior" for more information.

99. List the essential skills identified by the U.S. Department of Labor that are required to be successful in the workplace.

ANSWER: Answers will vary. The U.S. Department of Labor tries to ensure that people acquire the necessary skills to be successful in the workplace. The essential skills identified by the department are (1) resource management skills, such as time management; (2) information management skills, such as data interpretation; (3) personal interaction skills, such as teamwork; (4) systems behavior and performance skills, such as cause–effect relationships; and (5) technology utilization skills, such as troubleshooting. Please see the section "Learning about Organizational Behavior" for more information.

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Chapter 01: Organizational Behavior and Opportunity

100. List the three basic guidelines that must be followed to ensure that skill development occurs and that the learning is self-correcting.

ANSWER: Answers will vary. To ensure that skill development does occur and that the learning is self-correcting as it occurs, three basic guidelines must be followed. First, students must accept responsibility for their own behavior, actions, and learning. This is key to the coproducer role in the learning process. A group cannot learn for its members. Members must accept responsibility for what they each individually do and learn. Denial of responsibility helps no one, least of all the learner.
Second, each student must actively participate in the individual- or group-structured learning activity. Structured learning is not passive; it is active. In group activities, everyone suffers if just one person adopts a passive attitude. All must actively participate.
Third, each student must be open to new information, new skills, new ideas, and experimentation. This does not mean that students should be indiscriminately open. It does mean that students should have nondefensive, open attitudes so that they can learn and adjust to new ideas. Please see the section "Learning about Organizational Behavior" for more information.

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Chapter 01: Organizational Behavior and Opportunity

1. Organizational behavior refers to:
   a. the study of individual mannerisms and group dynamics in organizations.
   b. the study of organizational ethics and values.
   c. the assessment of an organization's performance.
   d. the steps taken by an organization to address failures.

ANSWER: a

FEEDBACK:
   a. Correct. Organizational behavior refers to the study of individual mannerisms and group dynamics in organizations. See 1-1: Human Behavior in Organizations
   b. Incorrect. The study of organizational behavior is primarily concerned with the psychosocial and interpersonal behavioral dynamics in organizations. See 1-1: Human Behavior in Organizations
   c. Incorrect. The study of organizational behavior is primarily concerned with the psychosocial and interpersonal behavioral dynamics in organizations. See 1-1: Human Behavior in Organizations
   d. Incorrect. The study of organizational behavior is primarily concerned with the psychosocial and interpersonal behavioral dynamics in organizations. See 1-1: Human Behavior in Organizations

POINTS: 1
DIFFICULTY: Easy
REFERENCES: Human Behavior in Organizations
QUESTION TYPE: Multiple Choice
HAS VARIABLES: False
LEARNING OBJECTIVES: ORGB.NELSON/QUICK.25.01.01 - Define organizational behavior.
KEYWORDS: Remember
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2. In the context of human behavior in organizations, change is:
   a. the transformation or modification of an organization and/or its stakeholders.
   b. a customer-oriented philosophy of organizational management.
   c. a call to competition, contest, or battle.
   d. the probability of organizational success.

ANSWER: a

FEEDBACK:
   a. Correct. In the context of human behavior in organizations, change is the transformation or modification of an organization and/or its stakeholders. See 1-1: Human Behavior in Organizations
   b. Incorrect. Human behavior in organizations is complex and often difficult to understand. Organizations have been described as clockworks in which human behavior is logical and rational, but they often seem like snake pits to those who work in them. See 1-1: Human Behavior in Organizations
   c. Incorrect. Human behavior in organizations is complex and often difficult to understand. Organizations have been described as clockworks in which human behavior is logical and rational, but they often seem like snake pits to those who work in them. See 1-1: Human Behavior in Organizations
   d. Incorrect. Human behavior in organizations is complex and often difficult to understand. Organizations have been described as clockworks in which human behavior is logical and rational, but they often seem like snake pits to those who work in them. See 1-1: Human Behavior in Organizations

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POINTS: 1
DIFFICULTY: Easy
REFERENCES: Human Behavior in Organizations
QUESTION TYPE: Multiple Choice
HAS VARIABLES: False
LEARNING OBJECTIVES: ORGB.NELSON/QUICK.25.01.01 - Define organizational behavior.
KEYWORDS: Remember
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3. In the context of human behavior in organizations, which of the following best defines a challenge?
   a. It is the mastery of abilities essential to successful functioning in organizations.
   b. It is the unofficial and less visible part of a system.
   c. It is the transformation or modification of an organization and/or its stakeholders.
   d. It is the call to competition, contest, or battle.

ANSWER: d
FEEDBACK:
   a. Incorrect. Human behavior in organizations is complex and often difficult to understand. Organizations have been described as clockworks in which human behavior is logical and rational, but they often seem like snake pits to those who work in them. See 1-1: Human Behavior in Organizations
   b. Incorrect. Human behavior in organizations is complex and often difficult to understand. Organizations have been described as clockworks in which human behavior is logical and rational, but they often seem like snake pits to those who work in them. See 1-1: Human Behavior in Organizations
   c. Incorrect. Human behavior in organizations is complex and often difficult to understand. Organizations have been described as clockworks in which human behavior is logical and rational, but they often seem like snake pits to those who work in them. See 1-1: Human Behavior in Organizations
   d. Correct. A challenge is the call to competition, contest, or battle. Change is the transformation or modification of an organization and/or its stakeholders. See 1-1: Human Behavior in Organizations

POINTS: 1
DIFFICULTY: Easy
REFERENCES: Human Behavior in Organizations
QUESTION TYPE: Multiple Choice
HAS VARIABLES: False
LEARNING OBJECTIVES: ORGB.NELSON/QUICK.25.01.01 - Define organizational behavior.
KEYWORDS: Remember
DATE CREATED: 8/22/2024 3:17 AM
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4. Which of the following organizational variables affects human behavior at work?
   a. Performance appraisal
   b. Job satisfaction
   c. Absenteeism
   d. Organizational turnover

ANSWER: a
FEEDBACK:
   a. Correct. Organizational variables that affect human behavior at work include jobs,

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the design of work, communication, performance appraisal, organizational design, and organizational structure. See 1-1: Human Behavior in Organizations

b. Incorrect. Organizational behavior is the study of individual behavior and group dynamics in organizations. The study of organizational behavior is primarily concerned with the psychosocial, interpersonal, and behavioral dynamics in organizations. See 1-1: Human Behavior in Organizations

c. Incorrect. Organizational behavior is the study of individual behavior and group dynamics in organizations. The study of organizational behavior is primarily concerned with the psychosocial, interpersonal, and behavioral dynamics in organizations. See 1-1: Human Behavior in Organizations

d. Incorrect. Organizational behavior is the study of individual behavior and group dynamics in organizations. The study of organizational behavior is primarily concerned with the psychosocial, interpersonal, and behavioral dynamics in organizations. See 1-1: Human Behavior in Organizations

POINTS: 1
DIFFICULTY: Easy
REFERENCES: Human Behavior in Organizations
QUESTION TYPE: Multiple Choice
HAS VARIABLES: False
LEARNING OBJECTIVES: ORGB.NELSON/QUICK.25.01.01 - Define organizational behavior.
KEYWORDS: Remember
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5. The internal perspective of human behavior focuses on:

a. the work load of an individual.

b. the past experiences of an individual.

c. consequences and environmental forces.

d. organizational communication channels.

ANSWER: b
FEEDBACK:

a. Incorrect. The idea of internal perspective is that internal processes of thinking, feeling, perceiving, and judging lead people to act in specific ways; therefore, people are best understood from the inside, and their behavior is best interpreted alongside their thoughts and feelings. See 1-1: Human Behavior in Organizations

b. Correct. The internal perspective looks at workers' minds to understand their behavior. It is psychodynamically oriented, and its proponents understand human behavior in terms of the thoughts, feelings, past experiences, and needs of the individual. See 1-1: Human Behavior in Organizations

c. Incorrect. The idea of internal perspective is that internal processes of thinking, feeling, perceiving, and judging lead people to act in specific ways; therefore, people are best understood from the inside, and their behavior is best interpreted alongside their thoughts and feelings. See 1-1: Human Behavior in Organizations

d. Incorrect. The idea of internal perspective is that internal processes of thinking, feeling, perceiving, and judging lead people to act in specific ways; therefore, people are best understood from the inside, and their behavior is best interpreted alongside their thoughts and feelings. See 1-1: Human Behavior in Organizations

POINTS: 1
DIFFICULTY: Moderate
REFERENCES: Human Behavior in Organizations
QUESTION TYPE: Multiple Choice
HAS VARIABLES: False

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LEARNING OBJECTIVES: ORGB.NELSON/QUICK.25.01.01 - Define organizational behavior.
KEYWORDS: Understand
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6. The proponents of internal perspective understand human behavior in terms of an individual's _____.
   a. thoughts
   b. work environment
   c. job pressure
   d. education

ANSWER: a

FEEDBACK:
   a. Correct. The proponents of internal perspective understand human behavior in terms of the thoughts, feelings, past experiences, and needs of the individual. See 1-1: Human Behavior in Organizations
   b. Incorrect. Organizational behavior is the study of individual behavior and group dynamics in organizations. See 1-1: Human Behavior in Organizations
   c. Incorrect. Organizational behavior is the study of individual behavior and group dynamics in organizations. See 1-1: Human Behavior in Organizations
   d. Incorrect. Organizational behavior is the study of individual behavior and group dynamics in organizations. See 1-1: Human Behavior in Organizations

POINTS: 1
DIFFICULTY: Moderate
REFERENCES: Human Behavior in Organizations
QUESTION TYPE: Multiple Choice
HAS VARIABLES: False
LEARNING OBJECTIVES: ORGB.NELSON/QUICK.25.01.01 - Define organizational behavior.
KEYWORDS: Understand
DATE CREATED: 8/22/2024 3:27 AM
DATE MODIFIED: 8/24/2024 10:28 AM

7. Identify a true statement about the internal perspective of human behavior.
   a. It explains human behavior by analyzing environmental forces.
   b. It is psychodynamically oriented and focuses on an individual's thoughts and feelings.
   c. It excludes consideration of a person's history.
   d. It focuses on individuals' organizational roles to understand their behaviors.

ANSWER: b

FEEDBACK:
   a. Incorrect. The vast majority of theories and models of human behavior fall into two basic categories: that of an internal perspective and that of an external perspective. See 1-1: Human Behavior in Organizations
   b. Correct. The internal perspective of human behavior is psychodynamically oriented, and its proponents understand human behavior in terms of the thoughts, feelings, and past experiences of the individual. See 1-1: Human Behavior in Organizations
   c. Incorrect. The vast majority of theories and models of human behavior fall into two basic categories: that of an internal perspective and that of an external perspective. See 1-1: Human Behavior in Organizations
   d. Incorrect. The vast majority of theories and models of human behavior fall into two basic categories: that of an internal perspective and that of an external

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perspective. See 1-1: Human Behavior in Organizations

POINTS: 1
DIFFICULTY: Moderate
REFERENCES: Human Behavior in Organizations
QUESTION TYPE: Multiple Choice
HAS VARIABLES: False
LEARNING OBJECTIVES: ORGB.NELSON/QUICK.25.01.01 - Define organizational behavior.
KEYWORDS: Understand
DATE CREATED: 8/22/2024 3:29 AM
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8. Daisy, a programmer at AITech, receives the Best Annual Performer Award for 2017. Daisy's manager, Lucy, feels that Daisy's success is a result of her desire to excel at work. Which of the following perspectives for understanding human behavior does Lucy use to explain Daisy's behavior?

a. The internal perspective
b. The external perspective
c. The interactive perspective
d. The cultural perspective

ANSWER: a

FEEDBACK:

a. Correct. In this scenario, Lucy uses the internal perspective to explain Daisy's behavior. The internal perspective looks at workers' minds to understand their behavior. It is psychodynamically oriented, and its proponents understand human behavior in terms of the thoughts, feelings, past experiences, and needs of the individual. See 1-1: Human Behavior in Organizations
b. Incorrect. Kurt Lewin claimed that behavior is a function of both the person and the environment. See 1-1: Human Behavior in Organizations
c. Incorrect. Kurt Lewin claimed that behavior is a function of both the person and the environment. See 1-1: Human Behavior in Organizations
d. Incorrect. Kurt Lewin claimed that behavior is a function of both the person and the environment. See 1-1: Human Behavior in Organizations

POINTS: 1
DIFFICULTY: Challenging
REFERENCES: Human Behavior in Organizations
QUESTION TYPE: Multiple Choice
HAS VARIABLES: False
LEARNING OBJECTIVES: ORGB.NELSON/QUICK.25.01.01 - Define organizational behavior.
KEYWORDS: Apply
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9. Which perspective focuses on factors outside an individual to understand behavior?

a. Emotional
b. External
c. Internal
d. Behavioral

ANSWER: b

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FEEDBACK:

a. Incorrect. Organizational variables that affect human behavior at work are also relevant to the study of organizational behavior. These organizational variables include jobs, the design of work, communication, performance appraisal, organizational design, and organizational structure. See 1-1: Human Behavior in Organizations

b. Correct. The external perspective focuses on factors outside a person to understand behavior. See 1-1: Human Behavior in Organizations

c. Incorrect. Organizational variables that affect human behavior at work are also relevant to the study of organizational behavior. These organizational variables include jobs, the design of work, communication, performance appraisal, organizational design, and organizational structure. See 1-1: Human Behavior in Organizations

d. Incorrect. Organizational variables that affect human behavior at work are also relevant to the study of organizational behavior. These organizational variables include jobs, the design of work, communication, performance appraisal, organizational design, and organizational structure. See 1-1: Human Behavior in Organizations

POINTS: 1
DIFFICULTY: Easy
REFERENCES: Human Behavior in Organizations
QUESTION TYPE: Multiple Choice
HAS VARIABLES: False
LEARNING OBJECTIVES: ORGB.NELSON/QUICK.25.01.01 - Define organizational behavior.
KEYWORDS: Remember
DATE CREATED: 8/22/2024 3:33 AM
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10. Which of the following is true of the external perspective of human behavior?
    a. It explains human behavior by analyzing individual thoughts and feelings.
    b. It is psychodynamically oriented.
    c. It includes consideration of a person's history.
    d. It focuses on environmental forces to understand behavior.

ANSWER: d

FEEDBACK:

a. Incorrect. Organizational variables that affect human behavior at work are also relevant to the study of organizational behavior. These organizational variables include jobs, the design of work, communication, performance appraisal, organizational design, and organizational structure. See 1-1: Human Behavior in Organizations

b. Incorrect. Organizational variables that affect human behavior at work are also relevant to the study of organizational behavior. These organizational variables include jobs, the design of work, communication, performance appraisal, organizational design, and organizational structure. See 1-1: Human Behavior in Organizations

c. Incorrect. Organizational variables that affect human behavior at work are also relevant to the study of organizational behavior. These organizational variables include jobs, the design of work, communication, performance appraisal, organizational design, and organizational structure. See 1-1: Human Behavior in Organizations

d. Correct. The external perspective of human behavior focuses on factors outside a

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person to understand behavior, that is, external events, consequences, and environmental forces. See 1-1: Human Behavior in Organizations

POINTS: 1
DIFFICULTY: Moderate
REFERENCES: Human Behavior in Organizations
QUESTION TYPE: Multiple Choice
HAS VARIABLES: False
LEARNING OBJECTIVES: ORGB.NELSON/QUICK.25.01.01 - Define organizational behavior.
KEYWORDS: Understand
DATE CREATED: 8/22/2024 3:35 AM
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11. Ben, an employee at Pacey, almost always receives positive feedback on his work. However, one of Ben's colleagues, Jenny, does not acknowledge his hard work and dedication; instead, she feels that Ben performs well because the company pays him a high salary. Which of the following perspectives for understanding human behavior does Jenny most likely use to explain Ben's behavior?

a. The internal perspective
b. The external perspective
c. The interactive perspective
d. The cultural perspective

ANSWER: b
FEEDBACK:

a. Incorrect. Kurt Lewin claimed that behavior is a function of both the person and the environment. See 1-1: Human Behavior in Organizations
b. Correct. In this scenario, Jenny most likely uses the external perspective to explain Ben's behavior. The external perspective focuses on factors outside the person to understand behavior, that is, external events, consequences, and environmental forces. This perspective excludes consideration of a person's history, feelings, thoughts, and personal value system in interpreting actions and behavior. See 1-1: Human Behavior in Organizations
c. Incorrect. Kurt Lewin claimed that behavior is a function of both the person and the environment. See 1-1: Human Behavior in Organizations
d. Incorrect. Kurt Lewin claimed that behavior is a function of both the person and the environment. See 1-1: Human Behavior in Organizations

POINTS: 1
DIFFICULTY: Challenging
REFERENCES: Human Behavior in Organizations
QUESTION TYPE: Multiple Choice
HAS VARIABLES: False
LEARNING OBJECTIVES: ORGB.NELSON/QUICK.25.01.01 - Define organizational behavior.
KEYWORDS: Apply
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12. In the context of understanding human behavior, Kurt Lewin combined internal and external perspectives with his claim that behavior is a function of:

a. individual preferences for leadership styles.
b. compliance and deviance within social groups.

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c. organizational culture and group dynamics.
d. both a person and his or her environment.

ANSWER: d

FEEDBACK:

a. Incorrect. The vast majority of theories and models of human behavior fall into two basic categories: that of an internal perspective and that of an external perspective. See 1-1: Human Behavior in Organizations
b. Incorrect. The vast majority of theories and models of human behavior fall into two basic categories: that of an internal perspective and that of an external perspective. See 1-1: Human Behavior in Organizations
c. Incorrect. The vast majority of theories and models of human behavior fall into two basic categories: that of an internal perspective and that of an external perspective. See 1-1: Human Behavior in Organizations
d. Correct. The internal and external perspectives offer alternative explanations for human behavior. Kurt Lewin combined both perspectives with his claim that behavior is a function of both a person and his or her environment. See 1-1: Human Behavior in Organizations

POINTS: 1
DIFFICULTY: Easy
REFERENCES: Human Behavior in Organizations
QUESTION TYPE: Multiple Choice
HAS VARIABLES: False
LEARNING OBJECTIVES: ORGB.NELSON/QUICK.25.01.01 - Define organizational behavior.
KEYWORDS: Remember
DATE CREATED: 8/22/2024 3:38 AM
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13. In the context of interdisciplinary influences on organizational behavior, _____ is the science of human behavior.
a. philosophy
b. sociology
c. management
d. psychology

ANSWER: d

FEEDBACK:

a. Incorrect. Organizational behavior is a blended discipline that has grown out of contributions from numerous earlier fields of study. See 1-1: Human Behavior in Organizations
b. Incorrect. Organizational behavior is a blended discipline that has grown out of contributions from numerous earlier fields of study. See 1-1: Human Behavior in Organizations
c. Incorrect. Organizational behavior is a blended discipline that has grown out of contributions from numerous earlier fields of study. See 1-1: Human Behavior in Organizations
d. Correct. Psychology, the science of human behavior, was developed during the closing decades of the nineteenth century. Psychology traces its origins to philosophy and the science of physiology. See 1-1: Human Behavior in Organizations

POINTS: 1
DIFFICULTY: Easy
REFERENCES: Human Behavior in Organizations

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QUESTION TYPE: Multiple Choice
HAS VARIABLES: False
LEARNING OBJECTIVES: ORGB.NELSON/QUICK.25.01.01 - Define organizational behavior.
KEYWORDS: Remember
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14. Which of the following is true of psychology?
    a. It takes society rather than an individual as its point of departure.
    b. It traces its origins to philosophy and the science of physiology.
    c. It enhances our understanding of the design of work.
    d. It includes the design, implementation, and management of various administrative and organizational systems.

ANSWER: b

FEEDBACK:
a. Incorrect. Psychology is the science of human behavior. Since its beginnings, psychology has branched into a number of specialized fields, including clinical, experimental, military, organizational, and social psychology. See 1-1: Human Behavior in Organizations
b. Correct. Psychology was developed during the closing decades of the nineteenth century. It traces its origins to philosophy and the science of physiology. See 1-1: Human Behavior in Organizations
c. Incorrect. Psychology is the science of human behavior. Since its beginnings, psychology has branched into a number of specialized fields, including clinical, experimental, military, organizational, and social psychology. See 1-1: Human Behavior in Organizations
d. Incorrect. Psychology is the science of human behavior. Since its beginnings, psychology has branched into a number of specialized fields, including clinical, experimental, military, organizational, and social psychology. See 1-1: Human Behavior in Organizations

POINTS: 1
DIFFICULTY: Moderate
REFERENCES: Human Behavior in Organizations
QUESTION TYPE: Multiple Choice
HAS VARIABLES: False
LEARNING OBJECTIVES: ORGB.NELSON/QUICK.25.01.01 - Define organizational behavior.
KEYWORDS: Understand
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15. What is the science of society that has contributed greatly to our knowledge of group and intergroup dynamics?
    a. Philosophy
    b. Sociology
    c. Engineering
    d. Anthropology

ANSWER: b

FEEDBACK:
a. Incorrect. Organizational behavior is a blended discipline that has grown out of contributions from numerous earlier fields of study. See 1-1: Human Behavior in Organizations

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b. Correct. Sociology, the science of society, has contributed greatly to our knowledge of group and intergroup dynamics. See 1-1: Human Behavior in Organizations

c. Incorrect. Organizational behavior is a blended discipline that has grown out of contributions from numerous earlier fields of study. See 1-1: Human Behavior in Organizations

d. Incorrect. Organizational behavior is a blended discipline that has grown out of contributions from numerous earlier fields of study. See 1-1: Human Behavior in Organizations

POINTS: 1
DIFFICULTY: Easy
REFERENCES: Human Behavior in Organizations
QUESTION TYPE: Multiple Choice
HAS VARIABLES: False
LEARNING OBJECTIVES: ORGB.NELSON/QUICK.25.01.01 - Define organizational behavior.
KEYWORDS: Remember
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16. Which of the following is true of sociology?

a. It takes individuals rather than society as its point of departure.

b. It has enhanced our understanding of the design of work.

c. It focuses on the variety of roles within a culture and the norms of behavior in groups.

d. It includes the design, implementation, and management of various administrative and organizational systems.

ANSWER: c
FEEDBACK:

a. Incorrect. Sociology is the science of society. It takes society rather than individuals as its point of departure. See 1-1: Human Behavior in Organizations

b. Incorrect. Sociology is the science of society. It takes society rather than individuals as its point of departure. See 1-1: Human Behavior in Organizations

c. Correct. Sociology, the science of society, has contributed greatly to our knowledge of group and intergroup dynamics. Sociologists focus on the variety of roles within a society or culture, the norms and standards of behavior in groups, and the consequences of compliant and deviant behavior. See 1-1: Human Behavior in Organizations

d. Incorrect. Sociology is the science of society. It takes society rather than individuals as its point of departure. See 1-1: Human Behavior in Organizations

POINTS: 1
DIFFICULTY: Moderate
REFERENCES: Human Behavior in Organizations
QUESTION TYPE: Multiple Choice
HAS VARIABLES: False
LEARNING OBJECTIVES: ORGB.NELSON/QUICK.25.01.01 - Define organizational behavior.
KEYWORDS: Understand
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17. Which of these is the applied science of energy and matter?

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a. Biology
b. Engineering
c. Ecology
d. Medicine

ANSWER: b

FEEDBACK:

a. Incorrect. Organizational behavior is a blended discipline that has grown out of contributions from numerous earlier fields of study. See 1-1: Human Behavior in Organizations
b. Correct. Engineering is the applied science of energy and matter. It enhances our understanding of the design of work. See 1-1: Human Behavior in Organizations
c. Incorrect. Organizational behavior is a blended discipline that has grown out of contributions from numerous earlier fields of study. See 1-1: Human Behavior in Organizations
d. Incorrect. Organizational behavior is a blended discipline that has grown out of contributions from numerous earlier fields of study. See 1-1: Human Behavior in Organizations

POINTS: 1
DIFFICULTY: Easy
REFERENCES: Human Behavior in Organizations
QUESTION TYPE: Multiple Choice
HAS VARIABLES: False
LEARNING OBJECTIVES: ORGB.NELSON/QUICK.25.01.01 - Define organizational behavior.
KEYWORDS: Remember
DATE CREATED: 8/22/2024 10:58 AM
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18. Lindock Corp., an electronics manufacturer, emphasizes employee productivity and efficiency through the application of organizational goal-setting programs and differential piece-rate systems. In this scenario, to understand the behavior of its employees, the management at Lindock Corp. is most likely borrowing ideas from the discipline of _____.

a. psychology
b. anthropology
c. sociology
d. engineering

ANSWER: d

FEEDBACK:

a. Incorrect. Organizational behavior is a blended discipline that has grown out of contributions from numerous earlier fields of study. See 1-1: Human Behavior in Organizations
b. Incorrect. Organizational behavior is a blended discipline that has grown out of contributions from numerous earlier fields of study. See 1-1: Human Behavior in Organizations
c. Incorrect. Organizational behavior is a blended discipline that has grown out of contributions from numerous earlier fields of study. See 1-1: Human Behavior in Organizations
d. Correct. In this scenario, to understand the behavior of its employees, the management at Lindock Corp. is most likely borrowing ideas from the discipline of engineering. Engineering is the applied science of energy and matter. It enhances our understanding of the design of work. See 1-1: Human Behavior in Organizations

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POINTS: 1
DIFFICULTY: Challenging
REFERENCES: Human Behavior in Organizations
QUESTION TYPE: Multiple Choice
HAS VARIABLES: False
LEARNING OBJECTIVES: ORGB.NELSON/QUICK.25.01.01 - Define organizational behavior.
KEYWORDS: Apply
DATE CREATED: 8/22/2024 10:59 AM
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19. In the context of interdisciplinary influences on organizational behavior, _____ is the science of human learned behavior.

a. management
b. anthropology
c. sociology
d. psychology

ANSWER: b

FEEDBACK:

a. Incorrect. Organizational behavior is a blended discipline that has grown out of contributions from numerous earlier fields of study. See 1-1: Human Behavior in Organizations
b. Correct. In the context of interdisciplinary influences on organizational behavior, anthropology is the science of human learned behavior. Anthropological research has been used to examine the effects of efficient organizational cultures on organizational performance and the ways pathological personalities may lead to dysfunctional organizational cultures. See 1-1: Human Behavior in Organizations
c. Incorrect. Organizational behavior is a blended discipline that has grown out of contributions from numerous earlier fields of study. See 1-1: Human Behavior in Organizations
d. Incorrect. Organizational behavior is a blended discipline that has grown out of contributions from numerous earlier fields of study. See 1-1: Human Behavior in Organizations

POINTS: 1
DIFFICULTY: Easy
REFERENCES: Human Behavior in Organizations
QUESTION TYPE: Multiple Choice
HAS VARIABLES: False
LEARNING OBJECTIVES: ORGB.NELSON/QUICK.25.01.01 - Define organizational behavior.
KEYWORDS: Remember
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20. What is the study of overseeing activities and supervising people in organizations?

a. Psychology
b. Medicine
c. Engineering
d. Management

ANSWER: d

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FEEDBACK:

a. Incorrect. Organizational behavior is a blended discipline that has grown out of contributions from numerous earlier fields of study. See 1-1: Human Behavior in Organizations

b. Incorrect. Organizational behavior is a blended discipline that has grown out of contributions from numerous earlier fields of study. See 1-1: Human Behavior in Organizations

c. Incorrect. Organizational behavior is a blended discipline that has grown out of contributions from numerous earlier fields of study. See 1-1: Human Behavior in Organizations

d. Correct. Management is the study of overseeing activities and supervising people in organizations. See 1-1: Human Behavior in Organizations

POINTS: 1
DIFFICULTY: Easy
REFERENCES: Human Behavior in Organizations
QUESTION TYPE: Multiple Choice
HAS VARIABLES: False
LEARNING OBJECTIVES: ORGB.NELSON/QUICK.25.01.01 - Define organizational behavior.
KEYWORDS: Remember
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21. Which discipline was the first to take the modern corporation as the unit of analysis?

a. Engineering
b. Sociology
c. Management
d. Anthropology

ANSWER: c
FEEDBACK:

a. Incorrect. Organizational behavior is a blended discipline that has grown out of contributions from numerous earlier fields of study. See 1-1: Human Behavior in Organizations

b. Incorrect. Organizational behavior is a blended discipline that has grown out of contributions from numerous earlier fields of study. See 1-1: Human Behavior in Organizations

c. Correct. Management, originally called administrative science, is the study of overseeing activities and supervising people in organizations. Management is the first discipline to take the modern corporation as the unit of analysis, a viewpoint that distinguishes its contribution to the study of organizational behavior. See 1-1: Human Behavior in Organizations

d. Incorrect. Organizational behavior is a blended discipline that has grown out of contributions from numerous earlier fields of study. See 1-1: Human Behavior in Organizations

POINTS: 1
DIFFICULTY: Easy
REFERENCES: Human Behavior in Organizations
QUESTION TYPE: Multiple Choice
HAS VARIABLES: False
LEARNING OBJECTIVES: ORGB.NELSON/QUICK.25.01.01 - Define organizational behavior.

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KEYWORDS: Remember
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22. Which of the following is true of management?
    a. It takes society rather than the individual as its point of departure.
    b. It traces its origins to philosophy and the science of physiology.
    c. It examines the effects of efficient organizational cultures on organizational performance.
    d. It includes the design, implementation, and supervision of various administrative and organizational systems.

ANSWER: d
FEEDBACK:
    a. Incorrect. Management is the study of overseeing activities and supervising people in organizations. See 1-1: Human Behavior in Organizations
    b. Incorrect. Management is the study of overseeing activities and supervising people in organizations. See 1-1: Human Behavior in Organizations
    c. Incorrect. Management is the study of overseeing activities and supervising people in organizations. See 1-1: Human Behavior in Organizations
    d. Correct. Management includes the design, implementation, and supervision of various administrative and organizational systems. See 1-1: Human Behavior in Organizations

POINTS: 1
DIFFICULTY: Moderate
REFERENCES: Human Behavior in Organizations
QUESTION TYPE: Multiple Choice
HAS VARIABLES: False
LEARNING OBJECTIVES: ORGB.NELSON/QUICK.25.01.01 - Define organizational behavior.
KEYWORDS: Understand
DATE CREATED: 8/22/2024 11:07 AM
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23. Which of the following disciplines focuses on both physical and psychological health as well as industrial mental health?
    a. Management
    b. Biology
    c. Medicine
    d. Engineering

ANSWER: c
FEEDBACK:
    a. Incorrect. The applied science of treating diseases to enhance an individual's health and well-being focuses on both physical and psychological health as well as industrial mental health. See 1-1: Human Behavior in Organizations
    b. Incorrect. The applied science of treating diseases to enhance an individual's health and well-being focuses on both physical and psychological health as well as industrial mental health. See 1-1: Human Behavior in Organizations
    c. Correct. Medicine focuses on both physical and psychological health as well as industrial mental health. See 1-1: Human Behavior in Organizations
    d. Incorrect. The applied science of treating diseases to enhance an individual's health and well-being focuses on both physical and psychological health as well as industrial mental health. See 1-1: Human Behavior in Organizations

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POINTS: 1
DIFFICULTY: Easy
REFERENCES: Human Behavior in Organizations
QUESTION TYPE: Multiple Choice
HAS VARIABLES: False
LEARNING OBJECTIVES: ORGB.NELSON/QUICK.25.01.01 - Define organizational behavior.
KEYWORDS: Remember
DATE CREATED: 8/22/2024 11:09 AM
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24. Which of the following has gained increased attention as a way to prevent medical problems resulting from poor design of workstations?

a. Ergonomics
b. Counselling
c. Mentoring
d. Anthropology

ANSWER: a
FEEDBACK:

a. Correct. Ergonomics has gained increasing attention as a way to prevent medical problems resulting from poor design of workstations. See 1-1: Human Behavior in Organizations
b. Incorrect. Poor design of workstations results in the loss of billions of dollars from higher healthcare costs and lower worker productivity. See 1-1: Human Behavior in Organizations
c. Incorrect. Poor design of workstations results in the loss of billions of dollars from higher healthcare costs and lower worker productivity. See 1-1: Human Behavior in Organizations
d. Incorrect. Poor design of workstations results in the loss of billions of dollars from higher healthcare costs and lower worker productivity. See 1-1: Human Behavior in Organizations

POINTS: 1
DIFFICULTY: Moderate
REFERENCES: Human Behavior in Organizations
QUESTION TYPE: Multiple Choice
HAS VARIABLES: False
LEARNING OBJECTIVES: ORGB.NELSON/QUICK.25.01.01 - Define organizational behavior.
KEYWORDS: Understand
DATE CREATED: 8/22/2024 11:11 AM
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25. Which of the following is true of medicine?

a. It emphasizes mental health over physical health.
b. It emphasizes group well-being over individual well-being.
c. It focuses on both physical and industrial mental health.
d. It focuses on organizational success and well-being.

ANSWER: c
FEEDBACK:

a. Incorrect. The sciences of psychology, sociology, engineering, anthropology, management, and medicine have all contributed to our understanding of human

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behavior in organizations. See 1-1: Human Behavior in Organizations

b. Incorrect. The sciences of psychology, sociology, engineering, anthropology, management, and medicine have all contributed to our understanding of human behavior in organizations. See 1-1: Human Behavior in Organizations

c. Correct. Medicine focuses on both physical and psychological health as well as industrial mental health. See 1-1: Human Behavior in Organizations

d. Incorrect. The sciences of psychology, sociology, engineering, anthropology, management, and medicine have all contributed to our understanding of human behavior in organizations. See 1-1: Human Behavior in Organizations

POINTS: 1
DIFFICULTY: Moderate
REFERENCES: Human Behavior in Organizations
QUESTION TYPE: Multiple Choice
HAS VARIABLES: False
LEARNING OBJECTIVES: ORGB.NELSON/QUICK.25.01.01 - Define organizational behavior.
KEYWORDS: Understand
DATE CREATED: 8/22/2024 11:13 AM
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26. In the context of organizational behavior, people become _____ in the midst of change.

a. open and responsive
b. more productive
c. more motivated
d. rigid and reactive

ANSWER: d
FEEDBACK:

a. Incorrect. Prompted by dramatic advances in Internet and networking technology, outsourcing has been unavoidable in much of American industry. See 1-2: Behavior in Times of Change

b. Incorrect. Prompted by dramatic advances in Internet and networking technology, outsourcing has been unavoidable in much of American industry. See 1-2: Behavior in Times of Change

c. Incorrect. Prompted by dramatic advances in Internet and networking technology, outsourcing has been unavoidable in much of American industry. See 1-2: Behavior in Times of Change

d. Correct. People often experience change as a threat and respond by relying on well-learned and dominant forms of behavior. People often become rigid and reactive in the midst of change, rather than open and responsive. See 1-2: Behavior in Times of Change

POINTS: 1
DIFFICULTY: Moderate
REFERENCES: Behavior in Times of Change
QUESTION TYPE: Multiple Choice
HAS VARIABLES: False
LEARNING OBJECTIVES: ORGB.NELSON/QUICK.25.01.02 - Identify four action steps for responding positively to change.
KEYWORDS: Understand
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27. E-Wisdom, a publishing company, implements a new business strategy to keep both talent and information within the organization by creating their own content instead of outsourcing it. In the given scenario, which of the following factors has most likely influenced the company's new business strategy?

a. The potential for role ambiguity
b. The potential for data loss
c. The potential for employee burnout
d. The potential for intragroup conflict

ANSWER: b

FEEDBACK:

a. Incorrect. Early research of individuals and organizations in the midst of environmental change found that people often experience change as a threat and respond by relying on well-learned and dominant forms of behavior. See 1-2: Behavior in Times of Change
b. Correct. Factors such as employee attrition and the potential for data loss have caused many companies to modify their outsourcing strategies to keep both talent and information within the organization. Big changes disrupt people's habitual behavior and force them to learn new skills, often creating discomfort and discontent. See 1-2: Behavior in Times of Change
c. Incorrect. Early research of individuals and organizations in the midst of environmental change found that people often experience change as a threat and respond by relying on well-learned and dominant forms of behavior. See 1-2: Behavior in Times of Change
d. Incorrect. Early research of individuals and organizations in the midst of environmental change found that people often experience change as a threat and respond by relying on well-learned and dominant forms of behavior. See 1-2: Behavior in Times of Change

POINTS: 1
DIFFICULTY: Challenging
REFERENCES: Behavior in Times of Change
QUESTION TYPE: Multiple Choice
HAS VARIABLES: False
LEARNING OBJECTIVES: ORGB.NELSON/QUICK.25.01.02 - Identify four action steps for responding positively to change.
KEYWORDS: Apply
DATE CREATED: 8/22/2024 11:18 AM
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28. According to Eric Brown, which of the following is an action step for adapting to change?

a. Being relentless to decisions
b. Believing in leadership
c. Having a positive attitude
d. Having a reactive attitude

ANSWER: c

FEEDBACK:

a. Incorrect. Early research of individuals and organizations in the midst of environmental change found that people often experience change as a threat and respond by relying on well-learned and dominant forms of behavior. See 1-2: Behavior in Times of Change

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b. Incorrect. Early research of individuals and organizations in the midst of environmental change found that people often experience change as a threat and respond by relying on well-learned and dominant forms of behavior. See 1-2: Behavior in Times of Change

c. Correct. Eric Brown, CEO of Plus Factor, recommends looking for the positive opportunities in change and viewing challenge as a good rather than bad experience. His action steps for adapting to change are to have a positive attitude, ask questions, listen to the answers, and be committed to success. See 1-2: Behavior in Times of Change

d. Incorrect. Early research of individuals and organizations in the midst of environmental change found that people often experience change as a threat and respond by relying on well-learned and dominant forms of behavior. See 1-2: Behavior in Times of Change

POINTS: 1
DIFFICULTY: Easy
REFERENCES: Behavior in Times of Change
QUESTION TYPE: Multiple Choice
HAS VARIABLES: False
LEARNING OBJECTIVES: ORGB.NELSON/QUICK.25.01.02 - Identify four action steps for responding positively to change.
KEYWORDS: Remember
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29. In the context of internal components of organizations, the _____ of an organization is its mission, purpose, or goal for existing.

a. people
b. task
c. structure
d. technology

ANSWER: b
FEEDBACK:

a. Incorrect. The four major internal components of an organization are task, people, technology, and structure. See 1-3: The Organizational Context

b. Correct. In the context of internal components of organizations, the task of an organization is its mission, purpose, or goal for existing. See 1-3: The Organizational Context

c. Incorrect. The four major internal components of an organization are task, people, technology, and structure. See 1-3: The Organizational Context

d. Incorrect. The four major internal components of an organization are task, people, technology, and structure. See 1-3: The Organizational Context

POINTS: 1
DIFFICULTY: Easy
REFERENCES: The Organizational Context
QUESTION TYPE: Multiple Choice
HAS VARIABLES: False
LEARNING OBJECTIVES: ORGB.NELSON/QUICK.25.01.03 - Identify the important internal and external system components of an organization.
KEYWORDS: Remember

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30. In the context of internal components of organizations, the _____ is the wide range of tools, knowledge, and/or techniques used to transform inputs into outputs.

a. people
b. task
c. structure
d. technology

ANSWER: d

FEEDBACK:

a. Incorrect. The four major internal components of an organization are task, people, technology, and structure. See 1-3: The Organizational Context
b. Incorrect. The four major internal components of an organization are task, people, technology, and structure. See 1-3: The Organizational Context
c. Incorrect. The four major internal components of an organization are task, people, technology, and structure. See 1-3: The Organizational Context
d. Correct. In the context of internal components of organizations, the technology is the wide range of tools, knowledge, and/or techniques used to transform inputs into outputs. See 1-3: The Organizational Context

POINTS: 1
DIFFICULTY: Easy
REFERENCES: The Organizational Context
QUESTION TYPE: Multiple Choice
HAS VARIABLES: False
LEARNING OBJECTIVES: ORGB.NELSON/QUICK.25.01.03 - Identify the important internal and external system components of an organization.
KEYWORDS: Remember
DATE CREATED: 8/22/2024 11:23 AM
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31. In the context of organizations as open systems, which of the following is a major internal component of organizations?

a. Customer
b. Technology
c. Office design
d. Government regulation

ANSWER: b

FEEDBACK:

a. Incorrect. The internal components of an organization interact with components in the organization's task environment. See 1-3: The Organizational Context
b. Correct. In the context of an organization as an open system, the four major internal components are task, people, technology, and structure. See 1-3: The Organizational Context
c. Incorrect. The internal components of organizations interact with components in the organization's task environment. See 1-3: The Organizational Context
d. Incorrect. The internal components of an organization interact with components in the organization's task environment. See 1-3: The Organizational Context

POINTS: 1

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DIFFICULTY: Easy
REFERENCES: The Organizational Context
QUESTION TYPE: Multiple Choice
HAS VARIABLES: False
LEARNING OBJECTIVES: ORGB.NELSON/QUICK.25.01.03 - Identify the important internal and external system components of an organization.
KEYWORDS: Remember
DATE CREATED: 8/22/2024 11:25 AM
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32. In the context of internal components of organizations, the _____ are the human resources of an organization.
    a. tasks
    b. technologies
    c. structures
    d. people

ANSWER: d
FEEDBACK:
    a. Incorrect. The four major internal components are task, people, technology, and structure. See 1-3: The Organizational Context
    b. Incorrect. The four major internal components are task, people, technology, and structure. See 1-3: The Organizational Context
    c. Incorrect. The four major internal components are task, people, technology, and structure. See 1-3: The Organizational Context
    d. Correct. In the context of internal components of organizations, the people are the human resources of an organization. See 1-3: The Organizational Context

POINTS: 1
DIFFICULTY: Easy
REFERENCES: The Organizational Context
QUESTION TYPE: Multiple Choice
HAS VARIABLES: False
LEARNING OBJECTIVES: ORGB.NELSON/QUICK.25.01.03 - Identify the important internal and external system components of an organization.
KEYWORDS: Remember
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33. In the context of the open systems view of organization, _____ involves the systems of communication, authority and roles, and workflow.
    a. task
    b. technology
    c. structure
    d. output

ANSWER: c
FEEDBACK:
    a. Incorrect. Organizations are open systems of interacting components, including people, tasks, technology, and structure. See 1-3: The Organizational Context
    b. Incorrect. Organizations are open systems of interacting components, including people, tasks, technology, and structure. See 1-3: The Organizational Context

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c. Correct. The four major internal components are task, people, technology, and structure. The structure involves the systems of communication, authority and roles, and workflow. See 1-3: The Organizational Context

d. Incorrect. Organizations are open systems of interacting components, including people, tasks, technology, and structure. See 1-3: The Organizational Context

POINTS: 1
DIFFICULTY: Easy
REFERENCES: The Organizational Context
QUESTION TYPE: Multiple Choice
HAS VARIABLES: False
LEARNING OBJECTIVES: ORGB.NELSON/QUICK.25.01.03 - Identify the important internal and external system components of an organization.
KEYWORDS: Remember
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34. Federal regulators are part of an organization's:

a. formal structure.
b. internal task environment.
c. external task environment.
d. informal structure.

ANSWER: c
FEEDBACK:

a. Incorrect. Organizations are open systems of interacting components, including people, tasks, technology, and structure. See 1-3: The Organizational Context

b. Incorrect. Organizations are open systems of interacting components, including people, tasks, technology, and structure. See 1-3: The Organizational Context

c. Correct. The organization as a system has an external task environment composed of different constituents such as suppliers, customers, and federal regulators. See 1-3: The Organizational Context

d. Incorrect. Organizations are open systems of interacting components, including people, tasks, technology, and structure. See 1-3: The Organizational Context

POINTS: 1
DIFFICULTY: Easy
REFERENCES: The Organizational Context
QUESTION TYPE: Multiple Choice
HAS VARIABLES: False
LEARNING OBJECTIVES: ORGB.NELSON/QUICK.25.01.03 - Identify the important internal and external system components of an organization.
KEYWORDS: Remember
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35. In the context of organizational systems, which of the following is true of inputs?

a. They are the transformed products delivered to consumers and clients.
b. They are the materials and resources that are transformed by the organization's technology component.
c. They are the human, informational, material, and financial resources used by an organization.
d. They are the products that return to organizations from unsatisfied customers.

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ANSWER: c

FEEDBACK:

a. Incorrect. The organization system works by taking inputs, converting them into throughputs, and delivering outputs to its task environment. See 1-3: The Organizational Context

b. Incorrect. The organization system works by taking inputs, converting them into throughputs, and delivering outputs to its task environment. See 1-3: The Organizational Context

c. Correct. Inputs are the human, informational, material, and financial resources used by an organization. See 1-3: The Organizational Context

d. Incorrect. The organization system works by taking inputs, converting them into throughputs, and delivering outputs to its task environment. See 1-3: The Organizational Context

POINTS: 1

DIFFICULTY: Easy

REFERENCES: The Organizational Context

QUESTION TYPE: Multiple Choice

HAS VARIABLES: False

LEARNING OBJECTIVES: ORGB.NELSON/QUICK.25.01.03 - Identify the important internal and external system components of an organization.

KEYWORDS: Remember

DATE CREATED: 8/22/2024 11:39 AM

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36. The materials and resources that are transformed by an organization's technology component are called _____.

a. Inputs

b. Throughputs

c. Outputs

d. Bandwidths

ANSWER: b

FEEDBACK:

a. Incorrect. The organization system works by taking inputs, converting them into throughputs, and delivering outputs to its task environment. See 1-3: The Organizational Context

b. Correct. Throughputs are the materials and resources as they are transformed by an organization's technology component. See 1-3: The Organizational Context

c. Incorrect. The organization system works by taking inputs, converting them into throughputs, and delivering outputs to its task environment. See 1-3: The Organizational Context

d. Incorrect. The organization system works by taking inputs, converting them into throughputs, and delivering outputs to its task environment. See 1-3: The Organizational Context

POINTS: 1

DIFFICULTY: Easy

REFERENCES: The Organizational Context

QUESTION TYPE: Multiple Choice

HAS VARIABLES: False

LEARNING OBJECTIVES: ORGB.NELSON/QUICK.25.01.03 - Identify the important internal and external system components of an organization.

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KEYWORDS: Remember
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37. Which of the following contributes to trust in organization–stakeholder relationships?
    a. Performance appraisal
    b. Organizational behavior
    c. Organizational transparency
    d. Role negotiation

ANSWER: c
FEEDBACK:
    a. Incorrect. Organization–stakeholder trust is good for the health and well-being of the organization. See 1-3: The Organizational Context
    b. Incorrect. Organization–stakeholder trust is good for the health and well-being of the organization. See 1-3: The Organizational Context
    c. Correct. Organizational transparency contributes to trust in organization–stakeholder relationships. See 1-3: The Organizational Context
    d. Incorrect. Organization–stakeholder trust is good for the health and well-being of the organization. See 1-3: The Organizational Context
POINTS: 1
DIFFICULTY: Easy
REFERENCES: The Organizational Context
QUESTION TYPE: Multiple Choice
HAS VARIABLES: False
LEARNING OBJECTIVES: ORGB.NELSON/QUICK.25.01.03 - Identify the important internal and external system components of an organization.
KEYWORDS: Remember
DATE CREATED: 8/22/2024 11:44 AM
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38. Which of the following is true of a formal organization?
    a. It is the less visible part of an organization.
    b. It enables people to think of an organization in logical and rational ways.
    c. It is the part of an organization that indirectly contributes to employee bonding.
    d. It emphasizes people's feeling, thoughts, and attitudes over job performance.

ANSWER: b
FEEDBACK:
    a. Incorrect. The formal organization is the official, legitimate part of an organization. See 1-4: The Formal and Informal Organization
    b. Correct. The formal organization enables people to think of organizations in logical and rational ways. See 1-4: The Formal and Informal Organization
    c. Incorrect. The formal organization is the official, legitimate part of an organization. See 1-4: The Formal and Informal Organization
    d. Incorrect. The formal organization is the official, legitimate part of an organization. See 1-4: The Formal and Informal Organization
POINTS: 1
DIFFICULTY: Moderate
REFERENCES: The Formal and Informal Organization

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QUESTION TYPE: Multiple Choice
HAS VARIABLES: False
LEARNING OBJECTIVES: ORGB.NELSON/QUICK.25.01.04 - Describe the formal and informal elements of an organization.
KEYWORDS: Understand
DATE CREATED: 8/22/2024 11:55 AM
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39. The unofficial and less visible part of an organization is called the _____.
    a. central organization
    b. informal organization
    c. functional organization
    d. external organization

ANSWER: b
FEEDBACK:
    a. Incorrect. The Hawthorne studies, conducted during the 1920s and 1930s, first suggested the importance of the unofficial and less visible part of an organization. See 1-4: The Formal and Informal Organization
    b. Correct. The unofficial and less visible part of an organization is called the informal organization. See 1-4: The Formal and Informal Organization
    c. Incorrect. The Hawthorne studies, conducted during the 1920s and 1930s, first suggested the importance of the unofficial and less visible part of an organization. See 1-4: The Formal and Informal Organization
    d. Incorrect. The Hawthorne studies, conducted during the 1920s and 1930s, first suggested the importance of the unofficial and less visible part of an organization. See 1-4: The Formal and Informal Organization
POINTS: 1
DIFFICULTY: Moderate
REFERENCES: The Formal and Informal Organization
QUESTION TYPE: Multiple Choice
HAS VARIABLES: False
LEARNING OBJECTIVES: ORGB.NELSON/QUICK.25.01.04 - Describe the formal and informal elements of an organization.
KEYWORDS: Understand
DATE CREATED: 8/22/2024 11:57 AM
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40. Which of the following is true of the informal elements of an organization?
    a. They are points of diagnostic and intervention activities in organizational development.
    b. They do not directly affect individual behavior in the organization.
    c. They are often the most visible part of the organization.
    d. They enable people to think of the organization in logical and rational ways.

ANSWER: a
FEEDBACK:
    a. Correct. The informal elements of an organization are points of diagnostic and intervention activities in organizational development. See 1-4: The Formal and Informal Organization
    b. Incorrect. Informal organization is the unofficial part of an organization. See 1-4: The Formal and Informal Organization

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c. Incorrect. Informal organization is the unofficial part of an organization. See 1-4: The Formal and Informal Organization

d. Incorrect. Informal organization is the unofficial part of an organization. See 1-4: The Formal and Informal Organization

POINTS: 1
DIFFICULTY: Moderate
REFERENCES: The Formal and Informal Organization
QUESTION TYPE: Multiple Choice
HAS VARIABLES: False
LEARNING OBJECTIVES: ORGB.NELSON/QUICK.25.01.04 - Describe the formal and informal elements of an organization.
KEYWORDS: Understand
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41. The Hawthorne studies, conducted during the 1920s and 1930s, first suggested the importance of the _____ in an organization.

a. functional elements
b. formal elements
c. informal elements
d. central elements

ANSWER: c
FEEDBACK:

a. Incorrect. The open systems view of organizations suggests that they are designed like clockwork, with a neat, precise, interrelated functioning. See 1-4: The Formal and Informal Organization

b. Incorrect. The open systems view of organizations suggests that they are designed like clockwork, with a neat, precise, interrelated functioning. See 1-4: The Formal and Informal Organization

c. Correct. The Hawthorne studies, conducted during the 1920s and 1930s, first suggested the importance of the informal elements in an organization. During the so-called interview study, the third of the four Hawthorne studies, the researchers began to fully appreciate the informal elements of the Hawthorne Works as an organization. See 1-4: The Formal and Informal Organization

d. Incorrect. The open systems view of organizations suggests that they are designed like clockwork, with a neat, precise, interrelated functioning. See 1-4: The Formal and Informal Organization

POINTS: 1
DIFFICULTY: Moderate
REFERENCES: The Formal and Informal Organization
QUESTION TYPE: Multiple Choice
HAS VARIABLES: False
LEARNING OBJECTIVES: ORGB.NELSON/QUICK.25.01.04 - Describe the formal and informal elements of an organization.
KEYWORDS: Understand
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42. Which of the following is a formal element of an organization?

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a. Values
b. Group norms
c. Communication channels
d. Perceptions and attitudes

ANSWER: c

FEEDBACK:

a. Incorrect. The formal organization is the official, legitimate, and most visible part of an organization, and it enables people to think of organizations in logical and rational ways. See 1-4: The Formal and Informal Organization
b. Incorrect. The formal organization is the official, legitimate, and most visible part of an organization, and it enables people to think of organizations in logical and rational ways. See 1-4: The Formal and Informal Organization
c. Correct. The formal and informal elements of an organization can sometimes conflict. The formal elements of an organization include goals, objectives, policies, procedures, and communication channels. See 1-4: The Formal and Informal Organization
d. Incorrect. The formal organization is the official, legitimate, and most visible part of an organization, and it enables people to think of organizations in logical and rational ways. See 1-4: The Formal and Informal Organization

POINTS: 1
DIFFICULTY: Easy
REFERENCES: The Formal and Informal Organization
QUESTION TYPE: Multiple Choice
HAS VARIABLES: False
LEARNING OBJECTIVES: ORGB.NELSON/QUICK.25.01.04 - Describe the formal and informal elements of an organization.
KEYWORDS: Remember
DATE CREATED: 8/22/2024 12:03 PM
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43. Which of the following would be considered informal elements of an organization?
a. Communication channels
b. Authority structures
c. Beliefs and assumptions
d. Policies and procedures

ANSWER: c

FEEDBACK:

a. Incorrect. The informal organization is the unofficial and less visible part of an organization. See 1-4: The Formal and Informal Organization
b. Incorrect. The informal organization is the unofficial and less visible part of an organization. See 1-4: The Formal and Informal Organization
c. Correct. Beliefs and assumptions are the informal elements of an organization. The Hawthorne studies, conducted during the 1920s and 1930s, first suggested the importance of the informal elements. See 1-4: The Formal and Informal Organization
d. Incorrect. The informal organization is the unofficial and less visible part of an organization. See 1-4: The Formal and Informal Organization

POINTS: 1
DIFFICULTY: Easy

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REFERENCES: The Formal and Informal Organization
QUESTION TYPE: Multiple Choice
HAS VARIABLES: False
LEARNING OBJECTIVES: ORGB.NELSON/QUICK.25.01.04 - Describe the formal and informal elements of an organization.
KEYWORDS: Remember
DATE CREATED: 8/22/2024 12:04 PM
DATE MODIFIED: 8/24/2024 10:28 AM

44. Which of the following is an informal element of an organization?
    a. Goals and objectives
    b. Job descriptions
    c. Perceptions
    d. Policies

ANSWER: c
FEEDBACK:
    a. Incorrect. The informal organization is the unofficial and less visible part of an organization. See 1-4: The Formal and Informal Organization
    b. Incorrect. The informal organization is the unofficial and less visible part of an organization. See 1-4: The Formal and Informal Organization
    c. Correct. The informal elements of an organization include beliefs, assumptions, perceptions, attitudes, and group norms. See 1-4: The Formal and Informal Organization
    d. Incorrect. The informal organization is the unofficial and less visible part of an organization. See 1-4: The Formal and Informal Organization

POINTS: 1
DIFFICULTY: Easy
REFERENCES: The Formal and Informal Organization
QUESTION TYPE: Multiple Choice
HAS VARIABLES: False
LEARNING OBJECTIVES: ORGB.NELSON/QUICK.25.01.04 - Describe the formal and informal elements of an organization.
KEYWORDS: Remember
DATE CREATED: 8/22/2024 12:06 PM
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45. Which sector of the economy includes the production of basic materials, such as steel, and the production of finished products?
    a. Manufacturing sector
    b. Nonprofit sector
    c. Government sector
    d. Service sector

ANSWER: a
FEEDBACK:
    a. Correct. The manufacturing sector of the economy includes the production of basic materials, such as steel, and the production of finished products. See 1-5: Diversity of Organizations
    b. Incorrect. Large and small organizations operate in each sector of the economy:

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the private, manufacturing, service, government, and nonprofit sectors. See 1-5: Diversity of Organizations

c. Incorrect. Large and small organizations operate in each sector of the economy: the private, manufacturing, service, government, and nonprofit sectors. See 1-5: Diversity of Organizations

d. Incorrect. Large and small organizations operate in each sector of the economy: the private, manufacturing, service, government, and nonprofit sectors. See 1-5: Diversity of Organizations

POINTS: 1
DIFFICULTY: Easy
REFERENCES: Diversity of Organizations
QUESTION TYPE: Multiple Choice
HAS VARIABLES: False
LEARNING OBJECTIVES: ORGB.NELSON/QUICK.25.01.05 - Identify factors that contribute to the diversity of organizations in the economy.
KEYWORDS: Remember
DATE CREATED: 8/22/2024 12:09 PM
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46. Kantone Corp. is a company that deals with the production and sales of motorcycles. The company saw its profits gain by 15 percent in the current financial quarter. Kantone Corp. operates in the _____ of the economy.

a. manufacturing sector
b. government sector
c. service sector
d. nonprofit sector

ANSWER: a
FEEDBACK:

a. Correct. Kantone Corp. operates in the manufacturing sector of the economy. The manufacturing sector includes the production of basic materials, such as steel, and the production of finished products, such as automobiles and electronic equipment. See 1-5: Diversity of Organizations

b. Incorrect. Large and small organizations operate in each sector of the economy: the private, manufacturing, service, government, and nonprofit sectors. See 1-5: Diversity of Organizations

c. Incorrect. Large and small organizations operate in each sector of the economy: the private, manufacturing, service, government, and nonprofit sectors. See 1-5: Diversity of Organizations

d. Incorrect. Large and small organizations operate in each sector of the economy: the private, manufacturing, service, government, and nonprofit sectors. See 1-5: Diversity of Organizations

POINTS: 1
DIFFICULTY: Challenging
REFERENCES: Diversity of Organizations
QUESTION TYPE: Multiple Choice
HAS VARIABLES: False
LEARNING OBJECTIVES: ORGB.NELSON/QUICK.25.01.05 - Identify factors that contribute to the diversity of organizations in the economy.
KEYWORDS: Apply
DATE CREATED: 8/22/2024 12:12 PM

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DATE MODIFIED: 8/24/2024 10:28 AM

47. Which of the following statements is true of the service sector of the economy?

a. It includes the production of basic materials as well as the production of finished products.

b. It includes transportation, financial services, insurance, and retail sales.

c. It provides essential infrastructure to all other sectors.

d. It provides needs that are essential for our collective well-being.

ANSWER: b

FEEDBACK:

a. Incorrect. Large and small organizations operate in each sector of the economy: the private, manufacturing, service, government, and nonprofit sectors. See 1-5: Diversity of Organizations

b. Correct. The service sector includes transportation, financial services, insurance, and retail sales. Hundreds of small, medium-sized, and large organizations contribute to the economic health and human welfare of the United States. See 1-5: Diversity of Organizations

c. Incorrect. Large and small organizations operate in each sector of the economy: the private, manufacturing, service, government, and nonprofit sectors. See 1-5: Diversity of Organizations

d. Incorrect. Large and small organizations operate in each sector of the economy: the private, manufacturing, service, government, and nonprofit sectors. See 1-5: Diversity of Organizations

POINTS: 1

DIFFICULTY: Moderate

REFERENCES: Diversity of Organizations

QUESTION TYPE: Multiple Choice

HAS VARIABLES: False

LEARNING OBJECTIVES: ORGB.NELSON/QUICK.25.01.05 - Identify factors that contribute to the diversity of organizations in the economy.

KEYWORDS: Understand

DATE CREATED: 8/22/2024 12:14 PM

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48. SureYou, a company based in Dallas, provides health and medical insurance. The company introduced new schemes and benefits to its customers in hopes of increasing sales. SureYou is an example of a company that operates in the _____ of the economy.

a. manufacturing sector

b. service sector

c. nonprofit sector

d. government sector

ANSWER: b

FEEDBACK:

a. Incorrect. Large and small organizations operate in each sector of the economy: the private, manufacturing, service, government, and nonprofit sectors. See 1-5: Diversity of Organizations

b. Correct. SureYou is an example of a company that operates in the service sector of the economy. The service sector includes transportation, financial services, insurance, and retail sales. See 1-5: Diversity of Organizations

c. Incorrect. Large and small organizations operate in each sector of the economy: the private, manufacturing, service, government, and nonprofit sectors. See 1-5:

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Diversity of Organizations

d. Incorrect. Large and small organizations operate in each sector of the economy: the private, manufacturing, service, government, and nonprofit sectors. See 1-5: Diversity of Organizations

POINTS: 1
DIFFICULTY: Challenging
REFERENCES: Diversity of Organizations
QUESTION TYPE: Multiple Choice
HAS VARIABLES: False
LEARNING OBJECTIVES: ORGB.NELSON/QUICK.25.01.05 - Identify factors that contribute to the diversity of organizations in the economy.
KEYWORDS: Apply
DATE CREATED: 8/22/2024 12:17 PM
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49. Identify the sector of the economy that provides essential infrastructure and is important to our collective well-being because it meets needs that other sectors do not address.

a. The manufacturing sector
b. The government sector
c. The nonprofit sector
d. The service sector

ANSWER: b
FEEDBACK:

a. Incorrect. Large and small organizations operate in each sector of the economy: the private, manufacturing, service, government, and nonprofit sectors. See 1-5: Diversity of Organizations
b. Correct. The government sectors, which provide essential infrastructure, and nonprofit organizations are important to our collective well-being because they meet needs that other sectors do not address. See 1-5: Diversity of Organizations
c. Incorrect. Large and small organizations operate in each sector of the economy: the private, manufacturing, service, government, and nonprofit sectors. See 1-5: Diversity of Organizations
d. Incorrect. Large and small organizations operate in each sector of the economy: the private, manufacturing, service, government, and nonprofit sectors. See 1-5: Diversity of Organizations

POINTS: 1
DIFFICULTY: Moderate
REFERENCES: Diversity of Organizations
QUESTION TYPE: Multiple Choice
HAS VARIABLES: False
LEARNING OBJECTIVES: ORGB.NELSON/QUICK.25.01.05 - Identify factors that contribute to the diversity of organizations in the economy.
KEYWORDS: Understand
DATE CREATED: 8/23/2024 1:53 AM
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50. Relief & Wellbeing is an organization that provides aid to victims of natural disasters. Over the years, the company has helped thousands of people during troubled times. Relief & Wellbeing most likely operates in the _____ sector of the economy.

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a. manufacturing
b. service
c. nonprofit
d. government

ANSWER: c

FEEDBACK:

a. Incorrect. Large and small organizations operate in each sector of the economy: the private, manufacturing, service, government, and nonprofit sectors. See 1-5: Diversity of Organizations
b. Incorrect. Large and small organizations operate in each sector of the economy: the private, manufacturing, service, government, and nonprofit sectors. See 1-5: Diversity of Organizations
c. Correct. Relief & Wellbeing most likely operates in the nonprofit sector of the economy. Nonprofit organizations are important to our collective well-being because they meet needs that other sectors do not address. See 1-5: Diversity of Organizations
d. Incorrect. Large and small organizations operate in each sector of the economy: the private, manufacturing, service, government, and nonprofit sectors. See 1-5: Diversity of Organizations

POINTS: 1
DIFFICULTY: Challenging
REFERENCES: Diversity of Organizations
QUESTION TYPE: Multiple Choice
HAS VARIABLES: False
LEARNING OBJECTIVES: ORGB.NELSON/QUICK.25.01.05 - Identify factors that contribute to the diversity of organizations in the economy.
KEYWORDS: Apply
DATE CREATED: 8/23/2024 1:57 AM
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51. Which of the following is true of the government sectors of the economy?
a. They include the production of basic materials.
b. They include transportation, financial services, insurance, and retail sales.
c. They include the production of finished products.
d. They provide essential infrastructure to the public.

ANSWER: d

FEEDBACK:

a. Incorrect. Large and small organizations operate in each sector of the economy: the private, manufacturing, service, government, and nonprofit sectors. See 1-5: Diversity of Organizations
b. Incorrect. Large and small organizations operate in each sector of the economy: the private, manufacturing, service, government, and nonprofit sectors. See 1-5: Diversity of Organizations
c. Incorrect. Large and small organizations operate in each sector of the economy: the private, manufacturing, service, government, and nonprofit sectors. See 1-5: Diversity of Organizations.
d. Correct. The government sectors of the economy provide essential infrastructure to the public. See 1-5: Diversity of Organizations

POINTS: 1
DIFFICULTY: Moderate
REFERENCES: Diversity of Organizations

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QUESTION TYPE: Multiple Choice
HAS VARIABLES: False
LEARNING OBJECTIVES: ORGB.NELSON/QUICK.25.01.05 - Identify factors that contribute to the diversity of organizations in the economy.
KEYWORDS: Understand
DATE CREATED: 8/23/2024 2:05 AM
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52. There is evidence that _____ is a leading force driving change at work and has increased significantly during the past few decades, especially in industries such as banking, finance, and air transportation.

a. global competition
b. politics
c. employee attrition
d. centralization

ANSWER: a
FEEDBACK:

a. Correct. Global competition, which is a leading force driving change at work, has increased significantly during the past few decades, especially in industries such as banking, finance, and air transportation. As a result, change has accelerated and, with it, both opportunities and risks. See 1-6: Change Creates Opportunities
b. Incorrect. Too much change leads to chaos, and too little change leads to stagnation. See 1-6: Change Creates Opportunities
c. Incorrect. Too much change leads to chaos, and too little change leads to stagnation. See 1-6: Change Creates Opportunities
d. Incorrect. Too much change leads to chaos, and too little change leads to stagnation. See 1-6: Change Creates Opportunities

POINTS: 1
DIFFICULTY: Easy
REFERENCES: Change Creates Opportunities
QUESTION TYPE: Multiple Choice
HAS VARIABLES: False
LEARNING OBJECTIVES: ORGB.NELSON/QUICK.25.01.06 - Describe the opportunities that change creates for organizational behavior.
KEYWORDS: Remember
DATE CREATED: 8/23/2024 2:07 AM
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53. Which of the following is true of corporate competition?

a. It helps to avoid changes within an organization.
b. It provides the opportunity for revitalization.
c. It prevents restructuring and downsizing.
d. It avoids marginalization of part-time professionals.

ANSWER: b
FEEDBACK:

a. Incorrect. Corporate competition creates performance and cost pressures, changes that have a ripple effect on people and their behavior at work. See 1-6: Change Creates Opportunities
b. Correct. Corporate competition provides the opportunity for revitalization. See 1-6: Change Creates Opportunities
c. Incorrect. Corporate competition creates performance and cost pressures,

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changes that have a ripple effect on people and their behavior at work. See 1-6: Change Creates Opportunities

d. Incorrect. Corporate competition creates performance and cost pressures, changes that have a ripple effect on people and their behavior at work. See 1-6: Change Creates Opportunities

POINTS: 1
DIFFICULTY: Moderate
REFERENCES: Change Creates Opportunities
QUESTION TYPE: Multiple Choice
HAS VARIABLES: False
LEARNING OBJECTIVES: ORGB.NELSON/QUICK.25.01.06 - Describe the opportunities that change creates for organizational behavior.
KEYWORDS: Understand
DATE CREATED: 8/23/2024 2:09 AM
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54. Which of the following strategies in organizations might lead to employment uncertainty for people?
    a. Acquisition strategies
    b. Cost-cutting strategies
    c. Transformational strategies
    d. Behavioral strategies

ANSWER: b
FEEDBACK:

a. Incorrect. Managers and executives in the United States face radical change in response to increased global competition. See 1-6: Change Creates Opportunities

b. Correct. Corporate warfare and competition make employment uncertain for people in companies or industries that pursue cost-cutting strategies to achieve economic success. See 1-6: Change Creates Opportunities

c. Incorrect. Managers and executives in the United States face radical change in response to increased global competition. See 1-6: Change Creates Opportunities

d. Incorrect. Managers and executives in the United States face radical change in response to increased global competition. See 1-6: Change Creates Opportunities

POINTS: 1
DIFFICULTY: Moderate
REFERENCES: Change Creates Opportunities
QUESTION TYPE: Multiple Choice
HAS VARIABLES: False
LEARNING OBJECTIVES: ORGB.NELSON/QUICK.25.01.06 - Describe the opportunities that change creates for organizational behavior.
KEYWORDS: Understand
DATE CREATED: 8/23/2024 2:10 AM
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55. Which of the following statements is true of quality improvement in business?
    a. It leads to organizational turnover.
    b. It enhances the probability of organizational success.

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c. It results in increased absenteeism.

d. It decreases employee motivation due to increased work stress.

ANSWER: b

FEEDBACK:

a. Incorrect. Quality has the potential to give organizations in viable industries a competitive edge against international competition. See 1-6: Change Creates Opportunities

b. Correct. Quality improvement enhances the probability of organizational success in increasingly competitive industries. See 1-6: Change Creates Opportunities

c. Incorrect. Quality has the potential to give organizations in viable industries a competitive edge against international competition. See 1-6: Change Creates Opportunities

d. Incorrect. Quality has the potential to give organizations in viable industries a competitive edge against international competition. See 1-6: Change Creates Opportunities

POINTS: 1

DIFFICULTY: Moderate

REFERENCES: Change Creates Opportunities

QUESTION TYPE: Multiple Choice

HAS VARIABLES: False

LEARNING OBJECTIVES: ORGB.NELSON/QUICK.25.01.06 - Describe the opportunities that change creates for organizational behavior.

KEYWORDS: Understand

DATE CREATED: 8/23/2024 2:14 AM

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56. In an organization, _____ results customer responsiveness and resource effectiveness that leads to competitive advantage.

a. high employee turnover

b. quality improvement

c. role negotiation

d. micromanagement

ANSWER: b

FEEDBACK:

a. Incorrect. Global competition has challenged organizations to become more customer focused and to meet changing product and service demands. See 1-6: Change Creates Opportunities

b. Correct. Quality improvement is an enduring feature of an organization's culture and of the economic competition we face today. It leads to competitive advantage through customer responsiveness, results acceleration, and resource effectiveness. See 1-6: Change Creates Opportunities

c. Incorrect. Global competition has challenged organizations to become more customer focused and to meet changing product and service demands. See 1-6: Change Creates Opportunities

d. Incorrect. Global competition has challenged organizations to become more customer focused and to meet changing product and service demands. See 1-6: Change Creates Opportunities

POINTS: 1

DIFFICULTY: Moderate

REFERENCES: Change Creates Opportunities

QUESTION TYPE: Multiple Choice

HAS VARIABLES: False

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LEARNING OBJECTIVES: ORGB.NELSON/QUICK.25.01.06 - Describe the opportunities that change creates for organizational behavior.
KEYWORDS: Understanding
DATE CREATED: 8/23/2024 2:15 AM
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57. Which of the following is a customer-driven philosophy of management?
    a. Behavioral management
    b. Total quality management
    c. Performance management
    d. Structural management

ANSWER: b

FEEDBACK:
    a. Incorrect. Customer-oriented philosophy of management has important implications for virtually all aspects of organizational behavior. See 1-6: Change Creates Opportunities
    b. Correct. Total quality management is a customer-driven philosophy of management. It is the total dedication to continuous improvement and to customers so that the customers' needs are met and their expectations exceeded. See 1-6: Change Creates Opportunities
    c. Incorrect. Customer-oriented philosophy of management has important implications for virtually all aspects of organizational behavior. See 1-6: Change Creates Opportunities
    d. Incorrect. Customer-oriented philosophy of management has important implications for virtually all aspects of organizational behavior. See 1-6: Change Creates Opportunities

POINTS: 1
DIFFICULTY: Moderate
REFERENCES: Change Creates Opportunities
QUESTION TYPE: Multiple Choice
HAS VARIABLES: False
LEARNING OBJECTIVES: ORGB.NELSON/QUICK.25.01.06 - Describe the opportunities that change creates for organizational behavior.
KEYWORDS: Understand
DATE CREATED: 8/23/2024 2:17 AM
DATE MODIFIED: 8/24/2024 10:28 AM

58. Which of the following is true of Six Sigma philosophy?
    a. It helps influence managerial decisions.
    b. It emphasizes company-wide quality improvement.
    c. It emphasizes the formation of self-managed teams.
    d. It advocates horizontal hierarchy.

ANSWER: b

FEEDBACK:
    a. Incorrect. Through its emphasis on using quantitative data to make decisions and its priority of saving money, Six Sigma has evolved into a high-performance system for executing business strategy. See 1-6: Change Creates Opportunities
    b. Correct. Six Sigma is a philosophy that emphasizes company-wide quality improvement. See 1-6: Change Creates Opportunities
    c. Incorrect. Through its emphasis on using quantitative data to make decisions and its priority of saving money, Six Sigma has evolved into a high-performance

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system for executing business strategy. See 1-6: Change Creates Opportunities

d. Incorrect. Through its emphasis on using quantitative data to make decisions and its priority of saving money, Six Sigma has evolved into a high-performance system for executing business strategy. See 1-6: Change Creates Opportunities

POINTS: 1
DIFFICULTY: Moderate
REFERENCES: Change Creates Opportunities
QUESTION TYPE: Multiple Choice
HAS VARIABLES: False
LEARNING OBJECTIVES: ORGB.NELSON/QUICK.25.01.06 - Describe the opportunities that change creates for organizational behavior.
KEYWORDS: Understand
DATE CREATED: 8/23/2024 2:18 AM
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59. Which of the following statements is true of total quality in organizations?
    a. It has direct effects on the behavior of employees at all levels in an organization.
    b. It is the transformation or modification of an organization and/or its stakeholders.
    c. It emphasizes the formation of self-managed teams within an organization.
    d. It increases the process time for a business.

ANSWER: a
FEEDBACK:

a. Correct. Total quality has important direct effects on the behavior of employees at all levels in the organization, not just on employees working directly with customers. Quality improvement is crucial to competitive success. See 1-6: Change Creates Opportunities

b. Incorrect. Total quality management is the total dedication to continuous improvement and to customers so that the customers' needs are met and their expectations exceeded. See 1-6: Change Creates Opportunities

c. Incorrect. Total quality management is the total dedication to continuous improvement and to customers so that the customers' needs are met and their expectations exceeded. See 1-6: Change Creates Opportunities

d. Incorrect. Total quality management is the total dedication to continuous improvement and to customers so that the customers' needs are met and their expectations exceeded. See 1-6: Change Creates Opportunities

POINTS: 1
DIFFICULTY: Moderate
REFERENCES: Change Creates Opportunities
QUESTION TYPE: Multiple Choice
HAS VARIABLES: False
LEARNING OBJECTIVES: ORGB.NELSON/QUICK.25.01.06 - Describe the opportunities that change creates for organizational behavior.
KEYWORDS: Understand
DATE CREATED: 8/23/2024 2:20 AM
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60. Managing organizational behavior during changing times is challenging because of the:
    a. emergence of small-scale industries.
    b. decreasing globalization of organizations' operating territory.

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c. decreasing diversity of organizational workforces.

d. continuing demand for higher levels of moral behavior at work.

ANSWER: d

FEEDBACK:

a. Incorrect. Over and above the challenge of quality improvement to meet international competition, managing organizational behavior during changing times is challenging for various reasons. See 1-6: Change Creates Opportunities

b. Incorrect. . Over and above the challenge of quality improvement to meet international competition, managing organizational behavior during changing times is challenging for various reasons. See 1-6: Change Creates Opportunities

c. Incorrect. Over and above the challenge of quality improvement to meet international competition, managing organizational behavior during changing times is challenging for various reasons. See 1-6: Change Creates Opportunities

d. Correct. Managing organizational behavior during changing times is challenging for three reasons: the increasing globalization of organizations' operating territory, the increasing diversity of organizational workforces, and the continuing demand for higher levels of moral and ethical behavior at work. See 1-6: Change Creates Opportunities

POINTS: 1

DIFFICULTY: Moderate

REFERENCES: Change Creates Opportunities

QUESTION TYPE: Multiple Choice

HAS VARIABLES: False

LEARNING OBJECTIVES: ORGB.NELSON/QUICK.25.01.06 - Describe the opportunities that change creates for organizational behavior.

KEYWORDS: Understand

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61. In any field of study, objective knowledge is developed through:

a. close supervision.

b. intensive training.

c. coercive leadership.

d. basic and applied research.

ANSWER: d

FEEDBACK:

a. Incorrect. The study of organizational behavior is based on scientific knowledge and experimentation. It involves abstract ideas, such as valence and expectancy in motivation, as well as concrete matters, such as observable behaviors and medical symptoms of distress at work. See 1-7: Learning about Organizational Behavior

b. Incorrect. The study of organizational behavior is based on scientific knowledge and experimentation. It involves abstract ideas, such as valence and expectancy in motivation, as well as concrete matters, such as observable behaviors and medical symptoms of distress at work. See 1-7: Learning about Organizational Behavior

c. Incorrect. The study of organizational behavior is based on scientific knowledge and experimentation. It involves abstract ideas, such as valence and expectancy in motivation, as well as concrete matters, such as observable behaviors and medical symptoms of distress at work. See 1-7: Learning about Organizational Behavior

d. Correct. In any field of study, objective knowledge is developed through basic and applied research. Since the early research on scientific management, research on

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organizational behavior has continued to provide objective knowledge involving theories, conceptual models, and various research findings. See 1-7: Learning about Organizational Behavior

POINTS: 1
DIFFICULTY: Moderate
REFERENCES: Learning about Organizational Behavior
QUESTION TYPE: Multiple Choice
HAS VARIABLES: False
LEARNING OBJECTIVES: ORGB.NELSON/QUICK.25.01.07 - Demonstrate the value of objective knowledge and skill development in the study of organizational behavior.
KEYWORDS: Understand
DATE CREATED: 8/23/2024 2:23 AM
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62. The mastery of abilities essential to successful functioning in organizations is called _____.
    a. data mining
    b. information exchange
    c. data integration
    d. skill development

ANSWER: d
FEEDBACK:
    a. Incorrect. Learning about organizational behavior requires doing as well as knowing. See 1-7: Learning about Organizational Behavior
    b. Incorrect. Learning about organizational behavior requires doing as well as knowing. See 1-7: Learning about Organizational Behavior
    c. Incorrect. Learning about organizational behavior requires doing as well as knowing. See 1-7: Learning about Organizational Behavior
    d. Correct. Skill development is the mastery of abilities essential to successful functioning in organizations. See 1-7: Learning about Organizational Behavior

POINTS: 1
DIFFICULTY: Easy
REFERENCES: Learning about Organizational Behavior
QUESTION TYPE: Multiple Choice
HAS VARIABLES: False
LEARNING OBJECTIVES: ORGB.NELSON/QUICK.25.01.07 - Demonstrate the value of objective knowledge and skill development in the study of organizational behavior.
KEYWORDS: Remember
DATE CREATED: 8/23/2024 2:25 AM
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63. Which of the following is true of critical thinking?
    a. It can be developed by rote memorization.
    b. It helps individuals to identify inconsistencies and limitations in the current body of objective knowledge.
    c. It can be used to enhance one's communication skills.
    d. It helps individuals to set new standards of organizational behavior.

ANSWER: b
FEEDBACK:
    a. Incorrect. Critical thinking, based on knowledge and understanding of basic ideas, leads to inquisitive exploration. See 1-7: Learning about Organizational Behavior

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b. Correct. Critical thinking enables students to identify inconsistencies and limitations in the current body of objective knowledge. See 1-7: Learning about Organizational Behavior
c. Incorrect. Critical thinking, based on knowledge and understanding of basic ideas, leads to inquisitive exploration. See 1-7: Learning about Organizational Behavior
d. Incorrect. Critical thinking, based on knowledge and understanding of basic ideas, leads to inquisitive exploration. See 1-7: Learning about Organizational Behavior

POINTS: 1
DIFFICULTY: Moderate
REFERENCES: Learning about Organizational Behavior
QUESTION TYPE: Multiple Choice
HAS VARIABLES: False
LEARNING OBJECTIVES: ORGB.NELSON/QUICK.25.01.07 - Demonstrate the value of objective knowledge and skill development in the study of organizational behavior.
KEYWORDS: Understand
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64. Critical thinking is based on:
a. knowledge and understanding of basic ideas.
b. compliance and obedience to leadership.
c. behavior and performance of employees.
d. structure and management of an organization.

ANSWER: a
FEEDBACK:
a. Correct. Critical thinking is based on knowledge and understanding of basic ideas. It leads to inquisitive exploration and is a key to accepting the responsibility of coproducer in the learning process. See 1-7: Learning about Organizational Behavior
b. Incorrect. Only by engaging in critical thinking can one question or challenge the results of specific research or consider how such research should be applied in a particular work setting. See 1-7: Learning about Organizational Behavior
c. Incorrect. Only by engaging in critical thinking can one question or challenge the results of specific research or consider how such research should be applied in a particular work setting. See 1-7: Learning about Organizational Behavior
d. Incorrect. Only by engaging in critical thinking can one question or challenge the results of specific research or consider how such research should be applied in a particular work setting. See 1-7: Learning about Organizational Behavior

POINTS: 1
DIFFICULTY: Moderate
REFERENCES: Learning about Organizational Behavior
QUESTION TYPE: Multiple Choice
HAS VARIABLES: False
LEARNING OBJECTIVES: ORGB.NELSON/QUICK.25.01.07 - Demonstrate the value of objective knowledge and skill development in the study of organizational behavior.
KEYWORDS: Understand
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65. Which attitude is at the core of critical thinking?

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a. Realistic
b. Decisive
c. Probing
d. Cautious

ANSWER: c

FEEDBACK:

a. Incorrect. The study of organizational behavior is based on scientific knowledge and applied practice. It involves abstract ideas, such as valence and expectancy in motivation, as well as concrete matters, such as observable behaviors and medical symptoms of distress at work. See 1-7: Learning about Organizational Behavior
b. Incorrect. The study of organizational behavior is based on scientific knowledge and applied practice. It involves abstract ideas, such as valence and expectancy in motivation, as well as concrete matters, such as observable behaviors and medical symptoms of distress at work. See 1-7: Learning about Organizational Behavior
c. Correct. A questioning, probing attitude is at the core of critical thinking. The student of organizational behavior should evolve into a critical consumer of knowledge related to organizational behavior—one who is able to intelligently question the latest research results and distinguish plausible, sound, new approaches from fads that lack substance or adequate foundation. See 1-7: Learning about Organizational Behavior
d. Incorrect. The study of organizational behavior is based on scientific knowledge and applied practice. It involves abstract ideas, such as valence and expectancy in motivation, as well as concrete matters, such as observable behaviors and medical symptoms of distress at work. See 1-7: Learning about Organizational Behavior

POINTS: 1
DIFFICULTY: Moderate
REFERENCES: Learning about Organizational Behavior
QUESTION TYPE: Multiple Choice
HAS VARIABLES: False
LEARNING OBJECTIVES: ORGB.NELSON/QUICK.25.01.07 - Demonstrate the value of objective knowledge and skill development in the study of organizational behavior.
KEYWORDS: Understand
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66. In an organization, developing skills differs from acquiring objective knowledge because skill development requires:
a. structured practice.
b. applied research.
c. scientific observation.
d. experimentation.

ANSWER: a

FEEDBACK:

a. Correct. Developing skills is different from acquiring objective knowledge because it requires structured practice and feedback. See 1-7: Learning about Organizational Behavior
b. Incorrect. Skill development is the mastery of abilities essential to successful functioning in organizations. See 1-7: Learning about Organizational Behavior
c. Incorrect. Skill development is the mastery of abilities essential to successful functioning in organizations. See 1-7: Learning about Organizational Behavior
d. Incorrect. Skill development is the mastery of abilities essential to successful

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functioning in organizations. See 1-7: Learning about Organizational Behavior

POINTS: 1
DIFFICULTY: Moderate
REFERENCES: Learning about Organizational Behavior
QUESTION TYPE: Multiple Choice
HAS VARIABLES: False
LEARNING OBJECTIVES: ORGB.NELSON/QUICK.25.01.07 - Demonstrate the value of objective knowledge and skill development in the study of organizational behavior.
KEYWORDS: Understand
DATE CREATED: 8/23/2024 2:43 AM
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67. Which of the following is a key function of experiential learning?
    a. Enlightening students through the verbal medium
    b. Helping students in memorizing topics
    c. Engaging students in individual or group activities that are systematically reviewed
    d. Teaching students through digital media rather than traditional methods

ANSWER: c
FEEDBACK:
    a. Incorrect. Developing skills is different from acquiring objective knowledge because it requires structured practice and feedback. See 1-7: Learning about Organizational Behavior
    b. Incorrect. Developing skills is different from acquiring objective knowledge because it requires structured practice and feedback. See 1-7: Learning about Organizational Behavior
    c. Correct. A key function of experiential learning is engaging the student in individual or group activities that are systematically reviewed, leading to new skills and understandings. See 1-7: Learning about Organizational Behavior
    d. Incorrect. Developing skills is different from acquiring objective knowledge because it requires structured practice and feedback. See 1-7: Learning about Organizational Behavior

POINTS: 1
DIFFICULTY: Moderate
REFERENCES: Learning about Organizational Behavior
QUESTION TYPE: Multiple Choice
HAS VARIABLES: False
LEARNING OBJECTIVES: ORGB.NELSON/QUICK.25.01.07 - Demonstrate the value of objective knowledge and skill development in the study of organizational behavior.
KEYWORDS: Understand
DATE CREATED: 8/23/2024 2:45 AM
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68. To ensure that skill development does occur and that the learning is self-correcting as it occurs, first, a student:
    a. must rely primarily on the group process.
    b. should avoid experimenting with new ideas.
    c. must passively accept the direction of others with more knowledge.
    d. must accept responsibility for his or her own behavior, actions, and learning.

ANSWER: d

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FEEDBACK:

a. Incorrect. Learning about organizational behavior requires doing as well as knowing. Furthermore, the development of skills and abilities requires that students be challenged by the instructor and by themselves. See 1-7: Learning about Organizational Behavior

b. Incorrect. Learning about organizational behavior requires doing as well as knowing. Furthermore, the development of skills and abilities requires that students be challenged by the instructor and by themselves. See 1-7: Learning about Organizational Behavior

c. Incorrect. Learning about organizational behavior requires doing as well as knowing. Furthermore, the development of skills and abilities requires that students be challenged by the instructor and by themselves. See 1-7: Learning about Organizational Behavior

d. Correct. To ensure that skill development does occur and that the learning is self-correcting as it occurs, three basic guidelines must be followed. First, students must accept responsibility for their own behavior, actions, and learning. See 1-7: Learning about Organizational Behavior

POINTS: 1
DIFFICULTY: Moderate
REFERENCES: Learning about Organizational Behavior
QUESTION TYPE: Multiple Choice
HAS VARIABLES: False
LEARNING OBJECTIVES: ORGB.NELSON/QUICK.25.01.07 - Demonstrate the value of objective knowledge and skill development in the study of organizational behavior.
KEYWORDS: Understand
DATE CREATED: 8/23/2024 2:47 AM
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69. One of the advantages of structured, experiential learning is that:

a. it explains people's actions and behavior in terms of their histories and personal value systems.
b. a person can explore new behaviors and skills in a comparatively safe environment.
c. it focuses on factors outside the person to understand behavior.
d. the behavior of employees at all levels in an organization is altered.

ANSWER: b
FEEDBACK:

a. Incorrect. Understanding organizational behavior includes an appreciation and understanding of working realities as well as of science and of oneself. See 1-7: Learning about Organizational Behavior

b. Correct. One of the advantages of structured, experiential learning is that a person can explore new behaviors and skills in a comparatively safe environment. Fortunately, losing your temper in a classroom activity and learning about the potentially adverse impact on other people will have dramatically different consequences from losing your temper with an important customer in a tense work situation. See 1-7: Learning about Organizational Behavior

c. Incorrect. Understanding organizational behavior includes an appreciation and understanding of working realities as well as of science and of oneself. See 1-7: Learning about Organizational Behavior

d. Incorrect. Understanding organizational behavior includes an appreciation and understanding of working realities as well as of science and of oneself. See 1-7: Learning about Organizational Behavior

POINTS: 1
DIFFICULTY: Moderate
REFERENCES: Learning about Organizational Behavior

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QUESTION TYPE: Multiple Choice
HAS VARIABLES: False
LEARNING OBJECTIVES: ORGB.NELSON/QUICK.25.01.07 - Demonstrate the value of objective knowledge and skill development in the study of organizational behavior.
KEYWORDS: Understand
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70. The ultimate objective of skill application and experiential learning is that:
   a. one channelizes the experiences gained from the ordered activities in the workplace and employs them in aptitude tests.
   b. one transfers the process employed in learning from structured activities to learning from unstructured opportunities in the workplace.
   c. one conveys information from their instructors to their peers.
   d. one modifies one's behavior to comply with organizational standards.

ANSWER: b
FEEDBACK:
   a. Incorrect. Education enhances a person's residual pool of objective knowledge and skills. See 1-7: Learning about Organizational Behavior
   b. Correct. The ultimate objective of skill application and experiential learning is that one transfers the process employed in learning from structured activities to learning from unstructured opportunities. See 1-7: Learning about Organizational Behavior
   c. Incorrect. Education enhances a person's residual pool of objective knowledge and skills. See 1-7: Learning about Organizational Behavior
   d. Incorrect. Education enhances a person's residual pool of objective knowledge and skills. See 1-7: Learning about Organizational Behavior

POINTS: 1
DIFFICULTY: Moderate
REFERENCES: Learning about Organizational Behavior
QUESTION TYPE: Multiple Choice
HAS VARIABLES: False
LEARNING OBJECTIVES: ORGB.NELSON/QUICK.25.01.07 - Demonstrate the value of objective knowledge and skill development in the study of organizational behavior.
KEYWORDS: Understand
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71. The study of organizational behavior is primarily concerned with the psychosocial, interpersonal, and behavioral dynamics in organizations.
   a. True
   b. False

ANSWER: True
FEEDBACK:
Correct The study of organizational behavior is primarily concerned with the psychosocial, interpersonal, and behavioral dynamics in organizations. However, organizational variables that affect human behavior at work are also relevant to the study of organizational behavior. See 1-1: Human Behavior in Organizations
Incorrect The study of organizational behavior is primarily concerned with the psychosocial, interpersonal, and behavioral dynamics in organizations. However, organizational variables that affect human behavior at work are also relevant to the study of

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organizational behavior. See 1-1: Human Behavior in Organizations

POINTS: 1
DIFFICULTY: Easy
REFERENCES: Human Behavior in Organizations
QUESTION TYPE: True / False
HAS VARIABLES: False
LEARNING OBJECTIVES: ORGB.NELSON/QUICK.25.01.01 - Define organizational behavior.
KEYWORDS: Remember
DATE CREATED: 8/23/2024 2:53 AM
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72. The external perspective of understanding human behavior looks at workers' minds to understand their behavior.
    a. True
    b. False

ANSWER: False
FEEDBACK:
Correct The internal perspective of understanding human behavior looks at workers' minds to understand their behavior. See 1-1: Human Behavior in Organizations
Incorrect The internal perspective of understanding human behavior looks at workers' minds to understand their behavior. See 1-1: Human Behavior in Organizations

POINTS: 1
DIFFICULTY: Moderate
REFERENCES: Human Behavior in Organizations
QUESTION TYPE: True / False
HAS VARIABLES: False
LEARNING OBJECTIVES: ORGB.NELSON/QUICK.25.01.01 - Define organizational behavior.
KEYWORDS: Understand
DATE CREATED: 8/23/2024 2:54 AM
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73. Sociology takes society rather than the individual as its point of departure.
    a. True
    b. False

ANSWER: True
FEEDBACK:
Correct Sociology takes society rather than the individual as its point of departure. See 1-1: Human Behavior in Organizations
Incorrect Sociology takes society rather than the individual as its point of departure. See 1-1: Human Behavior in Organizations

POINTS: 1
DIFFICULTY: Moderate
REFERENCES: Human Behavior in Organizations
QUESTION TYPE: True / False
HAS VARIABLES: False
LEARNING OBJECTIVES: ORGB.NELSON/QUICK.25.01.01 - Define organizational behavior.
KEYWORDS: Understand
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74. Medicine focuses on both physical and psychological health as well as industrial mental health.

a. True

b. False

ANSWER: True

FEEDBACK:

Correct Medicine, the applied science of treating diseases to enhance an individual's health and well-being, focuses on both physical and psychological health as well as industrial mental health. See 1-1: Human Behavior in Organizations

Incorrect Medicine, the applied science of treating diseases to enhance an individual's health and well-being, focuses on both physical and psychological health as well as industrial mental health. See 1-1: Human Behavior in Organizations

POINTS: 1

DIFFICULTY: Easy

REFERENCES: Human Behavior in Organizations

QUESTION TYPE: True / False

HAS VARIABLES: False

LEARNING OBJECTIVES: ORGB.NELSON/QUICK.25.01.01 - Define organizational behavior.

KEYWORDS: Remember

DATE CREATED: 8/23/2024 3:15 AM

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75. Early research of individuals and organizations found that people often become open and responsive in the midst of change.

a. True

b. False

ANSWER: False

FEEDBACK:

Correct Early research of individuals and organizations in the midst of environmental change found that people often experience change as a threat and respond by relying on well-learned and dominant forms of behavior. That is, people often become rigid and reactive in the midst of change, rather than open and responsive. This behavior works well in the face of gradual, incremental change. See 1-2: Behavior in Times of Change

Incorrect Early research of individuals and organizations in the midst of environmental change found that people often experience change as a threat and respond by relying on well-learned and dominant forms of behavior. That is, people often become rigid and reactive in the midst of change, rather than open and responsive. This behavior works well in the face of gradual, incremental change. See 1-2: Behavior in Times of Change

POINTS: 1

DIFFICULTY: Moderate

REFERENCES: Behavior in Times of Change

QUESTION TYPE: True / False

HAS VARIABLES: False

LEARNING OBJECTIVES: ORGB.NELSON/QUICK.25.01.02 - Identify four action steps for responding positively to change.

KEYWORDS: Understand

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76. A complete understanding of organizational behavior requires an understanding of both human behavior and of the organizational context.

a. True

b. False

ANSWER: True

FEEDBACK:

Correct A complete understanding of organizational behavior requires an understanding of both human behavior and of the organizational context. Organizational context is the specific setting within which behavior is acted out. See 1-3: The Organizational Context

Incorrect A complete understanding of organizational behavior requires an understanding of both human behavior and of the organizational context. Organizational context is the specific setting within which behavior is acted out. See 1-3: The Organizational Context

POINTS: 1

DIFFICULTY: Moderate

REFERENCES: The Organizational Context

QUESTION TYPE: True / False

HAS VARIABLES: False

LEARNING OBJECTIVES: ORGB.NELSON/QUICK.25.01.03 - Identify the important internal and external system components of an organization.

KEYWORDS: Understand

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77. The informal organization is the official, legitimate, and most visible part of an organization.

a. True

b. False

ANSWER: False

FEEDBACK:

Correct The formal organization is the official, legitimate, and most visible part of an organization. See 1-4: The Formal and Informal Organization

Incorrect The formal organization is the official, legitimate, and most visible part of an organization. See 1-4: The Formal and Informal Organization

POINTS: 1

DIFFICULTY: Moderate

REFERENCES: The Formal and Informal Organization

QUESTION TYPE: True / False

HAS VARIABLES: False

LEARNING OBJECTIVES: ORGB.NELSON/QUICK.25.01.04 - Describe the formal and informal elements of an organization.

KEYWORDS: Understand

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78. The formal elements of an organization must always be considered because they provide the context for the informal elements of the organization.

a. True

b. False

ANSWER: True

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FEEDBACK:
Correct The formal elements of an organization must always be considered because they provide the context for the informal elements of the organization. See 1-4: The Formal and Informal Organization
Incorrect The formal elements of an organization must always be considered because they provide the context for the informal elements of the organization. See 1-4: The Formal and Informal Organization

POINTS: 1
DIFFICULTY: Moderate
REFERENCES: The Formal and Informal Organization
QUESTION TYPE: True / False
HAS VARIABLES: False
LEARNING OBJECTIVES: ORGB.NELSON/QUICK.25.01.04 - Describe the formal and informal elements of an organization.
KEYWORDS: Understand
DATE CREATED: 8/23/2024 3:20 AM
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79. The manufacturing sector of the economy includes transportation, financial services, insurance, and retail sales.
a. True
b. False
ANSWER: False
FEEDBACK:
Correct The manufacturing sector of the economy includes the production of basic materials, such as steel, and the production of finished products, such as automobiles and electronic equipment. The service sector includes transportation, financial services, insurance, and retail sales. See 1-5: Diversity of Organizations
Incorrect The manufacturing sector of the economy includes the production of basic materials, such as steel, and the production of finished products, such as automobiles and electronic equipment. The service sector includes transportation, financial services, insurance, and retail sales. See 1-5: Diversity of Organizations

POINTS: 1
DIFFICULTY: Moderate
REFERENCES: Diversity of Organizations
QUESTION TYPE: True / False
HAS VARIABLES: False
LEARNING OBJECTIVES: ORGB.NELSON/QUICK.25.01.05 - Identify factors that contribute to the diversity of organizations in the economy.
KEYWORDS: Understand
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80. Nonprofit organizations are important to our collective well-being because they meet needs that other sectors do not address.
a. True
b. False
ANSWER: True
FEEDBACK:
Correct Nonprofit organizations are important to our collective well-being because they meet needs that other sectors do not address. See 1-5: Diversity of Organizations
Incorrect Nonprofit organizations are important to our collective well-being because they meet needs that other sectors do not address. See 1-5: Diversity of Organizations

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POINTS: 1
DIFFICULTY: Moderate
REFERENCES: Diversity of Organizations
QUESTION TYPE: True / False
HAS VARIABLES: False
LEARNING OBJECTIVES: ORGB.NELSON/QUICK.25.01.05 - Identify factors that contribute to the diversity of organizations in the economy.
KEYWORDS: Understanding
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81. Global competition, a leading force driving change at work has increased significantly during the past few decades, especially in industries such as banking, finance, and air transportation.

a. True
b. False

ANSWER: True
FEEDBACK:
Correct Global competition, which is a leading force driving change at work, has increased significantly during the past few decades, especially in industries such as banking, finance, and air transportation. As a result, change has accelerated and, with it, both opportunities and risks. See 1-6: Change Creates Opportunities
Incorrect Global competition, which is a leading force driving change at work, has increased significantly during the past few decades, especially in industries such as banking, finance, and air transportation. As a result, change has accelerated and, with it, both opportunities and risks. See 1-6: Change Creates Opportunities
POINTS: 1
DIFFICULTY: Easy
REFERENCES: Change Creates Opportunities
QUESTION TYPE: True / False
HAS VARIABLES: False
LEARNING OBJECTIVES: ORGB.NELSON/QUICK.25.01.06 - Describe the opportunities that change creates for organizational behavior.
KEYWORDS: Remember
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82. Total quality management is an employee-driven philosophy of management.

a. True
b. False

ANSWER: False
FEEDBACK:
Correct Total quality management is the total dedication to continuous improvement and to customers so that the customers' needs are met and their expectations exceeded. This customer-oriented philosophy of management has important implications for virtually all aspects of organizational behavior. See 1-6: Change Creates Opportunities
Incorrect Total quality management is the total dedication to continuous improvement and to customers so that the customers' needs are met and their expectations exceeded. This customer-oriented philosophy of management has important implications for virtually all aspects of organizational behavior. See 1-6: Change Creates Opportunities

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POINTS: 1
DIFFICULTY: Moderate
REFERENCES: Change Creates Opportunities
QUESTION TYPE: True / False
HAS VARIABLES: False
LEARNING OBJECTIVES: ORGB.NELSON/QUICK.25.01.06 - Describe the opportunities that change creates for organizational behavior.
KEYWORDS: Understand
DATE CREATED: 8/23/2024 3:44 AM
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83. Total quality management is the total dedication to continuous improvement.
a. True
b. False
ANSWER: True
FEEDBACK:
Correct Total quality management is the total dedication to continuous improvement and to customers so that the customers' needs are met and their expectations exceeded. This customer-oriented philosophy of management has important implications for virtually all aspects of organizational behavior. See 1-6: Change Creates Opportunities
Incorrect Total quality management is the total dedication to continuous improvement and to customers so that the customers' needs are met and their expectations exceeded. This customer-oriented philosophy of management has important implications for virtually all aspects of organizational behavior. See 1-6: Change Creates Opportunities
POINTS: 1
DIFFICULTY: Easy
REFERENCES: Change Creates Opportunities
QUESTION TYPE: True / False
HAS VARIABLES: False
LEARNING OBJECTIVES: ORGB.NELSON/QUICK.25.01.06 - Describe the opportunities that change creates for organizational behavior.
KEYWORDS: Remember
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84. Critical thinking enables students to identify inconsistencies and limitations in the current body of objective knowledge.
a. True
b. False
ANSWER: True
FEEDBACK:
Correct Critical thinking enables students to identify inconsistencies and limitations in the current body of objective knowledge. See 1-7: Learning about Organizational Behavior
Incorrect Critical thinking enables students to identify inconsistencies and limitations in the current body of objective knowledge. See 1-7: Learning about Organizational Behavior
POINTS: 1
DIFFICULTY: Moderate

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REFERENCES: Learning about Organizational Behavior
QUESTION TYPE: True / False
HAS VARIABLES: False
LEARNING OBJECTIVES: ORGB.NELSON/QUICK.25.01.07 - Demonstrate the value of objective knowledge and skill development in the study of organizational behavior.
KEYWORDS: Understand
DATE CREATED: 8/23/2024 4:09 AM
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85. Skill development is facilitated by structured practice and feedback.
a. True
b. False
ANSWER: True
FEEDBACK:
Correct Developing skills is different from acquiring objective knowledge because it requires structured practice and feedback. A key function of experiential learning is engaging the student in individual or group activities that are systematically reviewed, leading to new skills and understandings. See 1-7: Learning about Organizational Behavior
Incorrect Developing skills is different from acquiring objective knowledge because it requires structured practice and feedback. A key function of experiential learning is engaging the student in individual or group activities that are systematically reviewed, leading to new skills and understandings. See 1-7: Learning about Organizational Behavior
POINTS: 1
DIFFICULTY: Moderate
REFERENCES: Learning about Organizational Behavior
QUESTION TYPE: True / False
HAS VARIABLES: False
LEARNING OBJECTIVES: ORGB.NELSON/QUICK.25.01.07 - Demonstrate the value of objective knowledge and skill development in the study of organizational behavior.
KEYWORDS: Understand
DATE CREATED: 8/23/2024 4:11 AM
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86. Define organizational behavior and list the organizational variables that affect human behavior at work.
ANSWER: Answers will vary. Organizational behavior is defined as the study of individual behavior and group dynamics in organizations. The study of organizational behavior is primarily concerned with the psychosocial, interpersonal, and behavioral dynamics in organizations. The organizational variables that affect human behavior at work include jobs, the design of work, communication, performance appraisal, organizational design, and organizational structure. Please see the section "Human Behavior in Organizations" for more information.
POINTS: 1
DIFFICULTY: Moderate
REFERENCES: Human Behavior in Organizations
QUESTION TYPE: Essay
HAS VARIABLES: False
STUDENT ENTRY MODE: Basic
LEARNING OBJECTIVES: ORGB.NELSON/QUICK.25.01.01 - Define organizational behavior.

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KEYWORDS: Understand
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87. Differentiate between the internal perspective and the external perspective of understanding human behavior.
ANSWER: Answers will vary. The vast majority of theories and models of human behavior fall into two basic categories: that of an internal perspective and that of an external perspective. The internal perspective looks at workers' minds to understand their behavior. It is psychodynamically oriented, and its proponents understand human behavior in terms of the thoughts, feelings, past experiences, and needs of the individual. The internal perspective explains people's actions and behavior in terms of their histories and personal value systems. The external perspective, on the other hand, focuses on factors outside the person to understand behavior, that is, external events, consequences, and environmental forces. This perspective excludes consideration of a person's history, feelings, thoughts, and personal value system in interpreting actions and behavior. Please see the section "Human Behavior in Organizations" for more information.

POINTS: 1
DIFFICULTY: Challenging
REFERENCES: Human Behavior in Organizations
QUESTION TYPE: Essay
HAS VARIABLES: False
STUDENT ENTRY MODE: Basic
LEARNING OBJECTIVES: ORGB.NELSON/QUICK.25.01.01 - Define organizational behavior.
KEYWORDS: Analyze
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88. Explain the interdisciplinary influences of our understanding of human behavior in organizations.
ANSWER: Answers will vary. The sciences of psychology, sociology, engineering, anthropology, management, and medicine have all contributed to our understanding of human behavior in organizations. Psychology, the science of human behavior, was developed during the closing decades of the nineteenth century. Psychology traces its origins to philosophy and the science of physiology. Sociology, the science of society, has contributed greatly to our knowledge of group and intergroup dynamics. Engineering is the applied science of energy and matter. It enhances our understanding of the design of work. Anthropology, the science of human learned behavior, is especially important to our understanding of organizational culture. Management, originally called administrative science, is the study of overseeing activities and supervising people in organizations. Medicine, the applied science of treating diseases to enhance an individual's health and well-being, focuses on both physical and psychological health as well as industrial mental health. Please see the section "Human Behavior in Organizations" for more information.

POINTS: 1
DIFFICULTY: Moderate
REFERENCES: Human Behavior in Organizations
QUESTION TYPE: Essay
HAS VARIABLES: False
STUDENT ENTRY MODE: Basic
LEARNING OBJECTIVES: ORGB.NELSON/QUICK.25.01.01 - Define organizational behavior.
KEYWORDS: Understand

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89. How do people perceive change in organizations?
ANSWER: Answers will vary. Early research of individuals and organizations in the midst of environmental change found that people often experience change as a threat and respond by relying on well-learned and dominant forms of behavior. That is, people often become rigid and reactive in the midst of change, rather than open and responsive. This behavior works well in the face of gradual, incremental change. Big changes disrupt people's habitual behavior and force them to learn new skills, often creating discomfort and discontent. Please see the section "Behavior in Times of Change" for more information.
POINTS: 1
DIFFICULTY: Moderate
REFERENCES: Behavior in Times of Change
QUESTION TYPE: Essay
HAS VARIABLES: False
STUDENT ENTRY MODE: Basic
LEARNING OBJECTIVES: ORGB.NELSON/QUICK.25.01.02 - Identify four action steps for responding positively to change.
KEYWORDS: Understand
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90. Explain organizations as open systems.
ANSWER: Answers will vary. Organizations are open systems of interacting components, including people, tasks, technology, and structure. These internal components also interact with components in the organization's task environment. Please see the section "The Organizational Context" for more information.
POINTS: 1
DIFFICULTY: Moderate
REFERENCES: The Organizational Context
QUESTION TYPE: Essay
HAS VARIABLES: False
STUDENT ENTRY MODE: Basic
LEARNING OBJECTIVES: ORGB.NELSON/QUICK.25.01.03 - Identify the important internal and external system components of an organization.
KEYWORDS: Understand
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91. In the context of the organization system, what are inputs, throughputs, and outputs?
ANSWER: Answers will vary. The organization system works by taking inputs, converting them into throughputs, and delivering outputs to its task environment. Inputs are the human, informational, material, and financial resources used by the organization. Throughputs are the materials and resources as they are transformed by the organization's technology component. Once the transformation is complete, they become outputs for customers, consumers, and clients. Please see the section "The Organizational Context" for more information.
POINTS: 1

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DIFFICULTY: Moderate
REFERENCES: The Organizational Context
QUESTION TYPE: Essay
HAS VARIABLES: False
STUDENT ENTRY MODE: Basic
LEARNING OBJECTIVES: ORGB.NELSON/QUICK.25.01.03 - Identify the important internal and external system components of an organization.
KEYWORDS: Understand
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92. Distinguish between the formal and informal organizations. Which of these affects organizational behavior?
ANSWER: Answers will vary. The formal organization is the official, legitimate, and most visible part of the organization, and it enables people to think of organizations in logical and rational ways. The informal organization is unofficial and less visible. The formal and informal elements of an organization can sometimes conflict. It is the informal elements involving people's feelings, thoughts, and attitudes about their work that most affect their behavior and performance, but individual behavior plays out in the context of both the formal and informal elements of the system, becoming, in the process, organizational behavior. Please see the section "The Formal and Informal Organization" for more information.
POINTS: 1
DIFFICULTY: Challenging
REFERENCES: The Formal and Informal Organization
QUESTION TYPE: Essay
HAS VARIABLES: False
STUDENT ENTRY MODE: Basic
LEARNING OBJECTIVES: ORGB.NELSON/QUICK.25.01.04 - Describe the formal and informal elements of an organization.
KEYWORDS: Analyze
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93. What are the informal elements that affect behavior and performance in an organization?
ANSWER: Answers will vary. The informal elements of an organization are often points of diagnostic and intervention activities in organizational development. It is the informal elements involving people's feelings, thoughts, and attitudes about their work that most affect their behavior and performance, but individual behavior plays out in the context of both the formal and informal elements of the system, becoming, in the process, organizational behavior. Employees' moods, emotions, and dispositions all influence critical organizational outcomes such as job performance, decision making, creativity, turnover, teamwork, negotiation, and leadership. Please see the section "The Formal and Informal Organization" for more information.
POINTS: 1
DIFFICULTY: Moderate
REFERENCES: The Formal and Informal Organization
QUESTION TYPE: Essay
HAS VARIABLES: False
STUDENT ENTRY MODE: Basic

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LEARNING OBJECTIVES: ORGB.NELSON/QUICK.25.01.04 - Describe the formal and informal elements of an organization.
KEYWORDS: Understand
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94. Identify the different sectors in an economy.
ANSWER: Answers will vary. Large and small organizations operate in each sector of the economy: the private, manufacturing, service, government, and nonprofit sectors. In the private sector are a great variety of organizations that play an important role in the economy. The manufacturing sector includes the production of basic materials, such as steel, and the production of finished products, such as automobiles and electronic equipment. The service sector includes transportation, financial services, insurance, and retail sales. The government sectors, which provide essential infrastructure, and nonprofit organizations are important to our collective well-being because they meet needs that other sectors do not address. Please see the section "Diversity of Organizations" for more information.
POINTS: 1
DIFFICULTY: Moderate
REFERENCES: Diversity of Organizations
QUESTION TYPE: Essay
HAS VARIABLES: False
STUDENT ENTRY MODE: Basic
LEARNING OBJECTIVES: ORGB.NELSON/QUICK.25.01.05 - Identify factors that contribute to the diversity of organizations in the economy.
KEYWORDS: Understand
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95. Briefly explain the forces that drive change at work.
ANSWER: Answers will vary. Global competition, which is a leading force driving change at work, has increased significantly during the past few decades, especially in industries such as banking, finance, and air transportation. As a result, change has accelerated and, with it, both opportunities and risks. Corporate competition creates performance and cost pressures, changes that have a ripple effect on people and their behavior at work. Although one such risk for employees is the marginalization of part-time professionals, good management practice can ensure their integration. Furthermore, although competition may lead to downsizing and restructuring, it also provides the opportunity for revitalization. And small companies don't necessarily lose in this competitive environment. Please see the section "Change Creates Opportunities" for more information.
POINTS: 1
DIFFICULTY: Moderate
REFERENCES: Change Creates Opportunities
QUESTION TYPE: Essay
HAS VARIABLES: False
STUDENT ENTRY MODE: Basic
LEARNING OBJECTIVES: ORGB.NELSON/QUICK.25.01.06 - Describe the opportunities that change creates for organizational behavior.
KEYWORDS: Understand
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96. Explain how quality improvement helps in organizational success.

ANSWER: Answers will vary. Quality improvement enhances the probability of organizational success in increasingly competitive industries. It is an enduring feature of an organization's culture and of the economic competition we face today. It leads to competitive advantage through customer responsiveness, results acceleration, and resource effectiveness. Please see the section "Change Creates Opportunities" for more information.

POINTS: 1

DIFFICULTY: Moderate

REFERENCES: Change Creates Opportunities

QUESTION TYPE: Essay

HAS VARIABLES: False

STUDENT ENTRY MODE: Basic

LEARNING OBJECTIVES: ORGB.NELSON/QUICK.25.01.06 - Describe the opportunities that change creates for organizational behavior.

KEYWORDS: Understand

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97. Describe the activities involved in learning about organizational behavior.

ANSWER: Answers will vary. Learning about organizational behavior includes at least three activities. First, the science of organizational behavior requires the mastery of a certain body of objective knowledge. Objective knowledge results from research, experimentation, and scientific observation. Second, the practice of organizational behavior requires skill development based on knowledge and an understanding of oneself in order to master the abilities essential to success. Third, both objective knowledge and skill development must be applied in real-world settings. Please see the section "Learning about Organizational Behavior" for more information.

POINTS: 1

DIFFICULTY: Moderate

REFERENCES: Learning about Organizational Behavior

QUESTION TYPE: Essay

HAS VARIABLES: False

STUDENT ENTRY MODE: Basic

LEARNING OBJECTIVES: ORGB.NELSON/QUICK.25.01.07 - Demonstrate the value of objective knowledge and skill development in the study of organizational behavior.

KEYWORDS: Understand

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98. Explain the benefits of critical thinking in organizations.

ANSWER: Answers will vary. Critical thinking enables one to question or challenge the results of specific research or consider how such research should be applied in a particular work setting. Critical thinking, based on knowledge and understanding of basic ideas, leads to inquisitive exploration and is a key to accepting the responsibility of coproducer in the learning process. A questioning, probing attitude is at the core of critical thinking. The student of organizational behavior should evolve into a critical consumer of knowledge related to organizational behavior—one who is able to intelligently question the latest

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research results and distinguish plausible, sound, new approaches from fads that lack substance or adequate foundation. Ideally, the student of organizational behavior develops into a scientific, professional manager who is knowledgeable in the art and science of organizational behavior. Please see the section "Learning about Organizational Behavior" for more information.

POINTS: 1
DIFFICULTY: Moderate
REFERENCES: Learning about Organizational Behavior
QUESTION TYPE: Essay
HAS VARIABLES: False
STUDENT ENTRY MODE: Basic
LEARNING OBJECTIVES: ORGB.NELSON/QUICK.25.01.07 - Demonstrate the value of objective knowledge and skill development in the study of organizational behavior.
KEYWORDS: Understand
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99. List the essential skills identified by the U.S. Department of Labor that are required to be successful in the workplace.

ANSWER: Answers will vary. The U.S. Department of Labor tries to ensure that people acquire the necessary skills to be successful in the workplace. The essential skills identified by the department are (1) resource management skills, such as time management; (2) information management skills, such as data interpretation; (3) personal interaction skills, such as teamwork; (4) systems behavior and performance skills, such as cause–effect relationships; and (5) technology utilization skills, such as troubleshooting. Please see the section "Learning about Organizational Behavior" for more information.

POINTS: 1
DIFFICULTY: Moderate
REFERENCES: Learning about Organizational Behavior
QUESTION TYPE: Essay
HAS VARIABLES: False
STUDENT ENTRY MODE: Basic
LEARNING OBJECTIVES: ORGB.NELSON/QUICK.25.01.07 - Demonstrate the value of objective knowledge and skill development in the study of organizational behavior.
KEYWORDS: Understand
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100. List the three basic guidelines that must be followed to ensure that skill development occurs and that the learning is self-correcting.

ANSWER: Answers will vary. To ensure that skill development does occur and that the learning is self-correcting as it occurs, three basic guidelines must be followed. First, students must accept responsibility for their own behavior, actions, and learning. This is key to the coproducer role in the learning process. A group cannot learn for its members. Members must accept responsibility for what they each individually do and learn. Denial of responsibility helps no one, least of all the learner.
Second, each student must actively participate in the individual- or group-structured learning activity. Structured learning is not passive; it is active. In group activities, everyone suffers if just one person adopts a passive attitude. All must actively participate.
Third, each student must be open to new information, new skills, new ideas, and

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	experimentation. This does not mean that students should be indiscriminately open. It does mean that students should have nondefensive, open attitudes so that they can learn and adjust to new ideas. Please see the section "Learning about Organizational Behavior" for more information.
POINTS:	1
DIFFICULTY:	Moderate
REFERENCES:	Learning about Organizational Behavior
QUESTION TYPE:	Essay
HAS VARIABLES:	False
STUDENT ENTRY MODE:	Basic
LEARNING OBJECTIVES:	ORGB.NELSON/QUICK.25.01.07 - Demonstrate the value of objective knowledge and skill development in the study of organizational behavior.
KEYWORDS:	Understand
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