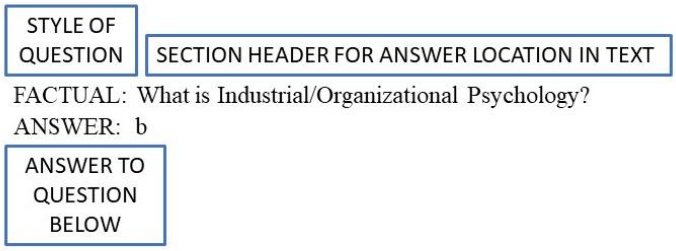
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INTRODUCTION TO THE TEST BANK

This test bank contains 60-100 multiple choices, true/false, short answer, and essay test questions for each of the fifteen chapters in *Introduction to Industrial/Organizational Psychology* (8th edition). Each multiple-choice item contains four or five possible alternative answers, and the correct answer is provided for each. If multiple choice question requires multiple answers students are instructed to circle all that apply. Chapter sections or sub headers are also provided for multiple choice and true/false items for easy of discussion if answers are challenged by student. The instructor is invited to use any, all, or none of the test items, yet their use is encouraged as they were developed to require a comprehensive and sometimes detailed knowledge of the text.

Format for multiple and true and false questions:



We hope that this test bank facilitates the instructor's ability to teach effectively, and the student's acquisition of knowledge about industrial/organizational psychology.

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CHAPTER 1: *Introduction to I/O Psychology: Our History and the Important Role We Play in Ensuring Workplace Equity*

Chapter 1 Test Bank

Multiple Choice Test Questions

1. FACTUAL: What is Industrial/Organizational Psychology?
ANSWER: b

Industrial/organizational psychology is defined as

a. the study of work in industry.
b. the study of human behavior in work settings.
c. a combination of management principles and work efficiency methods.
d. the process of analyzing communication between managers and subordinates.

2. FACTUAL: The Science and Practice of Industrial/Organizational Psychology
ANSWER: c

The scientific objective of I/O psychology involves

a. applying psychological principles to observing work behavior.
b. applying research results in attempts to improve work behavior.
c. the study and understanding of all aspects of behavior at work.
d. the discovery of general laws of human behavior.

3. FACTUAL: The Science and Practice of Industrial/Organizational Psychology
ANSWER: b

The applied objective of I/O psychology involves

a. examining and describing human work behavior.
b. the application of psychological principles to work behavior.
c. the discovery of general laws of human behavior.
d. conducting research and publishing it in scientific journals.

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4. FACTUAL: The Beginnings
ANSWER: c

The engineer who is credited with stimulating the beginning of the field that would develop into I/O psychology is

a. Hugo Munsterberg.
b. Walter Dill Scott.
c. Frederick W. Taylor.
d. Elton Mayo.

5. CONCEPTUAL: The Beginnings
ANSWER: b

An efficiency expert is studying jobs carefully, making detailed assessments of how long it takes workers to perform tasks. Likely, the expert is using the scientific management method of

a. ergonomics.
b. time-and-motion studies.
c. scientist-practitioner model.
d. job specialization.

6. APPLICATION: The Beginnings
ANSWER: d

Suppose that a manager wants to increase the output of a staff of word processors/typists. Which of the following strategies would be consistent with the principles of scientific management?

a. Giving the typists pep talks every morning.
b. Instituting an Employee of the Month program.
c. Firing the least productive typists and hiring new ones.
d. Designing workstations that increase the efficiency with which workers can perform their jobs.

7. CONCEPTUAL: The Beginnings
ANSWER: c

One reason that scientific management is no longer as applicable in the workplace as it was at one time is that

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a. the standard of living has increased over the years.
b. the theory is too broad to apply today.
c. jobs today are more complex than they used to be.
d. the principles do not apply to international businesses.

8. FACTUAL: The Great Depression Years and World War II
ANSWER: a

In the famous Hawthorne studies, workers became more productive because

a. they knew they were being observed.
b. the lighting was increased.
c. they were given longer rest breaks.
d. they thought they would eventually be rewarded.

9. FACTUAL: The Great Depression Years and World War II
ANSWER: d

A main proposition of the human relations movement is

a. workers are motivated solely by money.
b. achievement motivation is important in determining worker morale.
c. workers in high-level positions are unlikely to be satisfied with their jobs.
d. good interpersonal relationships among coworkers will lead to increased productivity.

10. CONCEPTUAL: The Great Depression Years and World War II
ANSWER: c

According to Mayo, which workers are most likely to turn to the social environment of the work setting for motivation?

a. Workers who are highly satisfied with the work itself.
b. Workers in high-level management positions.
c. Workers in repetitive or low-level positions.
d. All workers are equally likely to seek motivation in social relationships on the job.

11. FACTUAL: The Great Depression Years and World War II
ANSWER: a

World War II contributed greatly to the growth of I/O psychology through

a. the need for state-of-the-art machinery.
b. the death of many soldiers leading to dramatic shrinking of the workforce.

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c. the development of espionage devices.
d. an increased focus on mental illnesses produced by warfare.

12. FACTUAL: The Post Years
ANSWER: a
During the Cold War years, the defense industry triggered the development of _____ psychology, commonly referred to now as human factors psychology or ergonomics.

a. engineering
b. forensic
c. clinical
d. developmental

13. FACTUAL: The Post Years
ANSWER: d

A major event in the "modern era" of I/O psychology (1960s-1990s) that had a major impact on employment decisions was

a. the emergence of personality testing.
b. the human relations movement.
c. the cognitive explosion.
d. civil rights legislation.

14. FACTUAL: Continuing the Timeline- I/O Psychology in the 2020s and Beyond
ANSWER: b

Which of the following is NOT a major trend that is influencing the course of I/O psychology?

a. Increasing diversity of the workforce.
b. Increase in the world's population.
c. The changing nature of work.
d. Expanding focus on human resources.

15. FACTUAL: Continuing the Timeline- I/O Psychology in the 2020s and Beyond
ANSWER: c

Which of the following is NOT a typical reason for organizational downsizing?

a. Technological advancements eliminate jobs for people.

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b. Reductions in the number of middle-level managers.
c. Decreasing globalization of business.
d. Fewer workers are required to do more work than before.

16. FACTUAL: Continuing the Timeline- I/O Psychology in the 2020s and Beyond
ANSWER: d

Which of the following is an outcome associated with organizational downsizing?

a. Workers who remain become more loyal to the organization.
b. There is a decrease in line workers, but an increase in management.
c. Remaining workers are more motivated because they fear also losing their jobs.
d. The organization is usually more efficient and more competitive.

17. FACTUAL: Measurement
ANSWER: a, c, d

Which of the following are the three types of evidence used to determine the validity of employee selection? (Circle all that apply).

a. content validity
b. internal validity
c. construct validity
d. criterion-related validity

18. FACTUAL: Measurement
ANSWER: d

The two common forms of empirical evidence about construct validity are _____ and _____.

a. convergent validity
b. predictive validity
c. discriminant validity
c. a & b
d. a & c

19. FACTUAL: Measurement
ANSWER: c

Reliability is

a. considered stable when a correlation coefficient is near -0.1.

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b. measured by horizontal form methods.
c. the consistency of a measurement used over time.
d. the agreement of one assessment at the same time.

8. FACTUAL: Measurement
ANSWER: b

The reliability method which involves administering a test to the same individual at two different points in time is called

a. the parallel forms method.
b. the test-retest method.
c. the split-half method.
d. internal consistency.

9. FACTUAL: Measurement
ANSWER: d

Which of the following is NOT a method of measuring reliability?

a. Internal consistency
b. Parallel forms
c. Test-retest
d. Criterion-related

10. FACTUAL: Measurement
ANSWER: a

The reliability method which involves correlating scores on two different but equivalent versions of the same instrument is called

a. the parallel forms method.
b. the test-retest method.
c. the split-half method.
d. criterion-related.

11. CONCEPTUAL: Measurement
ANSWER: b

A researcher wants to know if a test measures the characteristics necessary to perform a specific job. The researcher is concerned with the test's

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a. internal consistency.
b. content validity.
c. criterion-related validity.
d. concurrent validity.

20. FACTUAL: Diversity and Inclusion (D&I Insite)
ANSWER: d

An obvious advantage of increased workforce diversity is

a. more workers will do more work.
b. women and ethnic minorities bring distinct characteristics into the work environment.
c. greater competition and individualism among workers.
d. the opportunity for different viewpoints that lead to organizational innovation.

21. CONCEPTUAL: Equal Employment Opportunity in Employee Selectin and Placement
ANSWER: d

The American with Disabilities act requires the employee to make the which of the following reasonable accommodations for a hard of hearing employee.

a. All employees are asked to yell when speaking to the employee.
b. Provide hearing aids.
c. All employees working directly with employee must learn ASL
d. A saved seat in the front row in the large meeting room.

22. CONCEPTUAL: Equal Employment Opportunity in Employee Selectin and Placement
ANSWER: a, b & d

Which of the following is/are example(s) of bonfide occupational qualifications (BFOQ) (circle all that apply).

a. Church hire only members of their church.
b. Catholic college hire only Catholic faculty.
c. Hooters hiring less than 30-year-old female waitstaff.
d. Mandatory retirement age for pilots.

23. CONCEPTUAL: Equal Employment Opportunity in Employee Selectin and Placement
ANSWER: c & d

Wells Fargo Bank settled a lawsuit alleging discriminatory hiring practices against women and people of color. Which concept(s) of EEOC did the company violate? (Circle all that apply).

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a. Age Discrimination in Employment Act
b. Gender Identity Act
c. EEOC Uniform Guidelines
d. Protected class

24. FACTUAL: Equal Employment Opportunity in Employee Selection and Placement
ANSWER: b

All companies in the U.S.A with more than employees are subject to Title VII.

a. 10
b. 15
c. 2
d. 20

25. FACTUAL: Equal Employment Opportunity in Employee Selection and Placement
ANSWER: b

Characteristics of the protective class for which discrimination is prohibit include all of the following, except_____.

a. color
b. person of 20 years of age
c. sex
d. region
e. mental disabilities

26. FACTUAL: Diversity and Inclusion
ANSWER: d

_____is not an important step for an employer to recruit diverse candidate pools.

a. Bias free performance reviews
b. Employ inclusive leadership
c. Provide inclusion training
d. Implement colorblind techniques

27. FACTUAL: Diversity and Inclusion (D&I Insite)
ANSWER: d

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An obvious advantage of increased workforce diversity is

a. more workers will do more work.
b. women and ethnic minorities bring distinct characteristics into the work environment.
c. greater competition and individualism among workers.
d. the opportunity for different viewpoints that lead to organizational innovation.

True/False Test Questions

28. FACTUAL: What Is Industrial/Organizational Psychology?
ANSWER: T

Some I/O psychologists are involved in helping employees to deal more effectively with stress on the job.

29. FACTUAL: The Science and Practice of Industrial/Organizational Psychology
ANSWER: F

I/O psychology has two objectives: to conduct research and to train other psychologists.

23. FACTUAL: The Beginnings
ANSWER: F

Time-and-motion studies are part of the procedures known as the human relations movement.

24. CONCEPTUAL: The Beginnings
ANSWER: T

Frederick W. Taylor believed that there must be a match between the worker's skills and abilities and the type of work he or she performs.

25. CONCEPTUAL: The Beginnings
ANSWER: T

Time-and-motion studies may be most useful for examining simple jobs involving manual labor or repetitive action.

26. FACUTRAL: The Beginnings
ANSWER: F

It is not common (less than 50%) of I/O Psychologist earn a PhD or master's degree.

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27. FACTUAL: The Great Depression Years and World War II
ANSWER: F

The Hawthorne studies were conducted in laboratories at Harvard University in the mid-1920s.

28. CONCEPTUAL: The Great Depression Years and World War II
ANSWER: T

One principle of the human relations movement is that social factors will sometimes outweigh the effects of monetary incentives in motivating workers.

29. FACTUAL: The Great Depression Years and World War II & World War I and the 1920s
ANSWER: T

The two World Wars contributed greatly to the growth of I/O psychology, particularly in employee testing.

30. FACTUAL: The Great Depression Years and World War II
ANSWER: T

Lillian Gilbreth was one of the first women I/O psychologists.

31. CONCEPTUAL: Measurement
ANSWER: T

A correlations coefficient of +0.9 is evidence of reliability.

32. CONCEPTUAL: Continuing the Timeline- I/O Psychology in the 2020s and Beyond
ANSWER: T

A virus was the leading cause/correlation to numerous organizations downsizing in the 2020's.

33. CONCEPTUAL: Continuing the Timeline- I/O Psychology in the 2020s and Beyond
ANSWER: F

Outsourcing is used to decrease output in hopes to reduce overhead costs with an organization .

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Short Answer Questions

34. Describe the two objectives of industrial/organizational psychology.

35. Explain the basic principles of scientific management and discuss the applicability of those principles to today's jobs.

36. Describe the Hawthorne studies and explain their results.

37. Explain what is involved in organizational downsizing, and the consequences of downsizing.

38. Describe the difference between construct validity and content validity.

39. What is a major drawback to predictive validity?

40. Describe the purpose of the American with Disabilities Act of 1990.

41. What is the 4/5 rule?

42. Provide an example of a negative Hawthorne Effect.

43. List two ways WWII contributed to the growth of I/O psychology today.

44. Describe the difference between protected class and affirmative action.

45. List and describe the three ways to measure reliability of an instrument.

46. Explain the difference and importance of a measurement's validity and reliability.

Essay Questions

47. The #MeToo movement in 2020 helped to show survivors of sexual abuse they were not alone while improving awareness about sexual violence. Describe how an I/O psychologist could use test-rest reliability study in understand the impacts of the movement within a company.

48. As an I/O psychologist for a company describe two actions that you could implement to focus on racial equity following the #BLM movement in 2020.

49. Discuss the challenges and benefits associated with increasing workforce diversity.

50. Discuss the influence of civil rights legislation on employment practices, and the role of I/O psychologists in implementing civil rights legislation.

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51. Explain the basic principles of scientific management and discuss the applicability of those principles to today's jobs.

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CHAPTER 2
Research Methods in Industrial/Organizational Psychology

Chapter 2 Test Bank

Multiple Choice Test Items

1. CONCEPTUAL: Social Scientific Research Methods
ANSWER: c

A key overriding theme of social science research methodology and of scientific research methods is

a. applicability.
b. relevance.
c. objectivity.
d. prediction.

2. CONCEPTUAL: Social Scientific Research Methods
ANSWER: b

The basic goals of any science in general and of I/O psychology in particular are to

a. understand and accept phenomena.
b. describe, explain, and predict phenomena.
c. observe, communicate, and interrelate scientific principles.
d. act as a scientist and react to the scientific findings of others.

3. FACTUAL: Social Scientific Research Methods
ANSWER: a

In addition to the basic goals of science, the applied science of I/O psychology has the goal of

a. controlling or altering behavior in order to achieve desired outcomes.
b. making the world a better place to live.
c. objectively observing human behavior.
d. systematically conducting research.

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4. FACTUAL: Steps in the Research Process
ANSWER: d

The first step in conducting research is to

a. develop a working hypothesis.
b. develop a null hypothesis.
c. observe the target behavior.
d. formulate the problem to be studied.

5. FACTUAL: Steps in the Research Process
ANSWER: c

An hypothesis is

a. a statement of fact.
b. a natural or physical law which has been proven to be true.
c. a statement concerning the supposed relationship between or among variables.
d. an assumption that has not previously been scientifically tested.

6. FACTUAL: Generation of Hypotheses
ANSWER: b

A theory is

a. a natural or physical law that has been proven to be true.
b. the organization of beliefs that enable us to better understand behavior.
c. a statement concerning the supposed relationship between or among different things or events.
d. a series of assumptions that are previously unexamined.

7. CONCEPTUAL: Generation of Hypotheses
ANSWER: a

Which of the following is NOT true of theories/models?

a. They either represent proven facts or the personal views of scientists.
b. They serve as useful starting points for understanding and influencing behavior.
c. They represent complex, abstract principles of behavior.
d. They are useful in developing strategies for research.

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8. FACTUAL: Selecting the Research Design
ANSWER: c

The type of research design selected depends on

a. the time and money available for conducting research.
b. the personal preferences of the researchers.
c. the research question and research setting.
d. the population of interest.

9. FACTUAL: Collection of Data
ANSWER: c

Sampling refers to

a. the selection of a population to be studied.
b. the selection of one hypothesis from several proposed hypotheses.
c. the selection of a representative group from a large population.
d. the inclusion of all members of a population in a particular study.

10. FACTUAL: Collection of Data
ANSWER: a

A stratified sample is one in which

a. subjects are selected around important variables that divide a population into subgroups.
b. subjects are selected by drawing names out of a hat.
c. either males or females, but not both, are included.
d. only volunteers are used.

11. FACTUAL: Collection of Data
ANSWER: b

A random sample is one in which

a. participants are selected around important variables that divide a population into subgroups.
b. participants are chosen in such a way that each individual has an equal probability of being selected.
c. either males or females, but not both, are included.
d. only volunteers are used.

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12. CONCEPTUAL: Collection of Data
ANSWER: b

The main benefit of random sampling is

a. it is always more informative than stratified sampling.
b. it protects against biases in the selection of participants for study.
c. it is very flexible and follows very loose guidelines.
d. it is most frequently used by scientists.

13. FACTUAL: Interpretation of Research Results
ANSWER: b

The final step in the research process is

a. the statistical analysis of the data.
b. the interpretation of the results.
c. the developing of the hypothesis.
d. None of the above

14. CONCEPTUAL: Analyses of Research Data
ANSWER: b

_____ is/are a tool that are used by researchers to make sense or better understand collected observations.

a. Reliability
b. Statistics
c. Behavior
d. Laws

15. FACTUAL: Major Research Designs
ANSWER: a

The experimental method is designed to

a. give the researcher a very high degree of control over the research setting.
b. increase the objectivity of the researcher.
c. examine relationships between variables as they naturally occur.
d. establish correlational relationships between variables.

16. FACTUAL: Major Research Designs
ANSWER: c

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A field experiment in I/O psychology is one which is conducted

a. at a location other than the one where the psychologist is working.
b. in a laboratory setting.
c. in a work setting.
d. in a nature setting.

17. FACTUAL: The Experimental Method
ANSWER: d

In a field experiment, the researcher

a. generally act as a participant observer.
b. must relinquish control and examine naturally occurring relationships.
c. cannot manipulate variables.
d. generally has less control than in the laboratory.

18. FACTUAL: The Experimental Method
ANSWER: b

The independent variable is the variable that is

a. the outcome variable.
b. manipulated by the researcher.
c. measured by the researcher.
d. ignored in most experiments.

19. FACTUAL: The Experimental Method
ANSWER: c

The dependent variable is the variable that is

a. the controlled variable.
b. manipulated by the researcher.
c. measured by the researcher.
d. ignored in most experiments.

20. APPLICATION: The Experimental Method
ANSWER: c

Dr. Ob has been hired to evaluate the effectiveness of the XYZ company's training program in increasing worker productivity. In this example, the dependent variable is

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a. the XYZ company.
b. the training program.
c. worker productivity.
d. monetary costs of the training program

21. APPLICATION: The Experimental Method
ANSWER: c

Dr. Io is a scientist who studies teamwork. She is interested in examining differences in worker job satisfaction based on the type of product a team is assigned to work on in the laboratory. In this example, the independent variable is

a. teamwork.
b. the type of product worked on by the team.
c. worker job satisfaction.
d. team performance.

22. CONCEPTUAL: Major Research Designs
ANSWER: c

The primary advantage of the experimental method is that

a. it is much simpler to use in research than the correlational method.
b. its findings are usually more useful in business environments.
c. it allows us to determine cause-and-effect relationships.
d. it produces results that are easier to analyze than the correlational method.

23. FACTUAL: The Experimental Method
ANSWER: d

The control group is the group of participants

a. that receives the treatment.
b. where half of the participants receive the treatment.
c. that is always randomly selected.
d. that does not receive the treatment.

24. APPLICATION: The Experimental Method
ANSWER: a

In an experiment investigating the effects of alcohol consumption on the ability to operate a punch press machine

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a. alcohol consumption is the independent variable and ability to operate the machine is the dependent variable.
b. ability to operate the machine is the independent variable and alcohol consumption is the dependent variable.
c. the experimental group is tested on ability to operate the machine and the control group is not.
d. the control group operates the machine under the influence of alcohol and again after the effects, if any, have worn off.

25. APPLICATION: The Experimental Method
ANSWER: d

To test the effectiveness of a new training program for sales skills, a randomly selected group of salespeople receives training and another randomly selected group receives no training. The independent variable consists of

a. the amount of sales for each of the groups.
b. the group of salespeople who received the training.
c. the group of salespeople who did not receive the training.
d. whether or not the salespeople received the training.

26. CONCEPTUAL: The Experimental Method
ANSWER: b

An extraneous variable in the Hawthorne studies was

a. the increase in the intensity of the lighting.
b. the attention paid to the assemblers by the researchers.
c. the group of employees who experienced the change in working conditions.
d. All of the above

27. CONCEPTUAL: The Experimental Method
ANSWER: b

The key to the success of the experimental method is

a. to randomly select a very large sample of participants.
b. to hold all extraneous variables constant.
c. to manipulate as many variables as possible.
d. to allow extraneous variables to only influence the treatment group.

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28. CONCEPTUAL: The Experimental Method
ANSWER: a

Random assignment of participants to treatment and control groups

a. accomplishes control of many potential extraneous variables.
b. is rarely used by I/O psychologists.
c. is very difficult to accomplish and time-consuming.
d. is only used in correlational research designs.

29. CONCEPTUAL: The Experimental Method
ANSWER: c

Which of the following is a major drawback of the experimental method as applied to organizational settings?

a. It does not achieve the same depth as other research methods do.
b. It requires too many participants to be practicable.
c. Laboratory conditions may be quite different from conditions in the work setting.
d. It cannot be applied to actual work settings.

30. FACTUAL: The Correlational Method
ANSWER: a

The correlational method of research

a. examines relationships between variables as they naturally occur.
b. cannot be used in a laboratory.
c. must involve random assignment of participants to groups.
d. is less scientific than the experimental method.

31. CONCEPTUAL: The Correlational Method
ANSWER: b

Because the correlational method does not require the rigid control over variables associated with the experimental method,

a. it is less scientific than experimentation.
b. it is easy to use in actual work settings.
c. any type of measurement may be used.
d. cause-and-effect relationships are easily established.

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32. FACTUAL: The Correlational Method
ANSWER: c

One limitation of the correlational method is

a. it is very difficult to use.
b. it is usually costly and time-consuming.
c. it is difficult to determine cause-and-effect relationships.
d. it can only be used in controlled, laboratory-like conditions.

33. FACTUAL: Meta-Analysis
ANSWER: d

A statistical technique that allows the results from several research investigations to be combined and summarized is called

a. a factor analysis.
b. a t-test.
c. analysis of variance.
d. a meta-analysis.

34. CONCEPTUAL: The Experimental Method
ANSWER: d

Which of the key dependent variables in I/O psychology tends to be the bottom-line variable for the *employee*?

a. Work productivity
b. Absenteeism
c. Job satisfaction
d. Turnover

35. FACTUAL: Observational Techniques
ANSWER: c

Turning a variable into something that is measurable is called

a. external validity.
b. relevance.
c. operationalization.
d. objectivity.

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36. FACTUAL: Observational Techniques
ANSWER: b

Obtrusive observation is a method for measuring research variables in which subjects are

a. unaware that they are being observed.
b. aware that they are being observed.
c. unconcerned about being observed.
d. none of the above

37. APPLICATION: Self Reporting Techniques
ANSWER: a

A company had decided to enclose a questionnaire with its next billing to ascertain its customers' opinions about company services. Which method of measuring variables is the company using?

a. self-report technique
b. direct observation
c. unobtrusive observation
d. obtrusive observation

38. FACTUAL: Measuring Work Outcomes: The Bottom Line
ANSWER: a

Which of the following is NOT typically examined as a dependent variable in I/O psychology research?

a. profits
b. employee turnover
c. employee absenteeism
d. employee job satisfaction

39. CONCEPTUAL: Measuring Work Outcomes: The Bottom Line
ANSWER: c

Which three dependent variables are most strongly theoretically linked to one another?

a. Job satisfaction, productivity, absenteeism
b. Job satisfaction, productivity, profits
c. Job satisfaction, absenteeism, turnover
d. Turnover, productivity, quality

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40. FACTUAL: Interpreting and Using Research Results
ANSWER: a

The question of whether research results obtained in one setting will apply to another setting is called

a. external validity.
b. internal validity.
c. research applicability.
d. method restriction.

41. FACTUAL: Interpreting and Using Research Results
ANSWER: a

Dr. Io wants to apply the findings of her laboratory research on teamwork to a particular work organization, a beach resort and restaurant on the island of Kauai. Dr. Io's biggest problem is likely to be

a. the external validity of her results.
b. the internal validity of her results.
c. random assignment of participants to groups.
d. choosing a method.

42. FACTUAL: Ethical Issues in Research and Practice in I/O Psychology
ANSWER: d

I/O scientists and practitioners are required to keep data _____.

a. available to all participants.
b. numeric rather than verbal.
c. in an organized data file.
d. confidential.

43. FACTUAL: Appendix: Statistical Analyses of Research Data
ANSWER: b

The most common measure of central tendency is the

a. frequency distribution.
b. mean.
c. standard deviation.

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d. median.

44. FACTUAL: Appendix: Statistical Analyses of Research Data
ANSWER: b

Inferential statistics are used to

a. create a useful "picture" of data.
b. test hypotheses.
c. determine the variability of a sample.
d. all of the above

45. FACTUAL: Appendix: Statistical Analyses of Research Data
ANSWER: d

A characteristic of a normal distribution of scores is that

a. it is a bell-shaped curve.
b. it has a midpoint score which is both the mean and the median.
c. 50% of the scores fall above the mean, and 50% of the scores fall below the mean.
d. all of the above

46. FACTUAL: Appendix: Statistical Analyses of Research Data
ANSWER: c

In a normal distribution, what percentage of scores lies between one standard deviation above and below the mean?

a. 5 percent
b. 50 percent
c. 68 percent
d. 95 percent

47. FACTUAL: Appendix: Statistical Analyses of Research Data
ANSWER: b

A simple statistical test commonly used to test the difference between the means of two groups on some dependent variable is the

a. correlation coefficient.
b. t-test.
c. multivariate analysis of variance.
d. standard deviation.

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48. FACTUAL: Appendix: Statistical Analyses of Research Data
ANSWER: b

An advantage of examining more than one independent variable at a time is

a. detection of main effects.
b. detection of interaction effects.
c. it is more cost-effective than examining one independent variable.
d. fewer participants are required.

49. FACTUAL: Appendix: Statistical Analyses of Research Data
ANSWER: c

A negative correlation coefficient indicates that

a. an increase in one variable is associated with an increase in another variable.
b. a decrease in one variable is associated with a decrease in another variable.
c. an increase in one variable is associated with a decrease in another variable.
d. there can be no negative correlation since correlations range between 0 and +1.0.

50. APPLICATION: Appendix: Statistical Analyses of Research Data
ANSWER: b

Which of the following is an example of a negative correlation?

a. As turnover increases, absenteeism rates are unchanged.
b. Greater absenteeism leads to a drop-off in productivity.
c. The more training, the better worker performance.
d. The happy worker is a productive worker.

51. APPLICATION: Appendix: Statistical Analyses of Research Data
ANSWER: a

An I/O psychologist discovers that as job satisfaction increases, absenteeism decreases. This is an example of

a. a negative correlation.
b. a positive correlation.
c. a mean difference.
d. none of the above

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True/False Test Items

52. CONCEPTUAL: Generation of Hypotheses
ANSWER: F

In social sciences models are representations of complex and integral factors that affect work and behavior.

53. CONCEPTUAL: Generation of Hypotheses
ANSWER: F

Theories are useless ideas which have much less meaning in scientific research than facts and laws.

54. FACTUAL: Interpretation of Research Results
ANSWER: T

The last step in the research process involves interpreting the results and drawing conclusions.

55. CONCEPTUAL: Analyses of Research Data
ANSWER: T

A researcher takes care to select participants for a study that represent the ethnic and age breakdowns of the population at large. This is an example of stratified sampling.

56. CONCEPTUAL: The Experimental Method
ANSWER: F

Since the researcher often directly observes behavior in an experimental design, another name for the experimental method is the observational method.

57. CONCEPTUAL: The Experimental Method
ANSWER: T

Extraneous variables need to be controlled as much as possible when conducting scientific research.

58. FACTUAL: Major Research Designs
ANSWER: T

A meta-analysis is a statistical technique that allows the results of a number of studies to be combined and analyzed together.

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59. FACTUAL: Steps in Research Process
ANSWER: F

The fifth step in the research process is actual collection of data.

60. FACTUAL: Collection of Data
ANSWER: T

Who is most likely to respond to the survey or call should be considered when conducting research.

61. FACTUAL: Observational techniques
ANSWER: F

Obtrusive observation refers to any method of observing participants in a study and recording their behavior.

62. FACTUAL: Self Reporting Technique
ANSWER: T

One problem with using self-report techniques of data collection is that subjects may give socially desirable answers rather than truthful answers.

63. FACTUAL: Measuring Work Outcomes: The Bottom Line
ANSWER: F

Of the handful of dependent variables typically used in I/O research, quality of work is the easiest to measure.

64. FACTUAL: Interpreting and Using Research Results
ANSWER: T

External validity is concerned with whether obtained research results will generalize to other settings.

65. CONCEPTUAL: Interpreting and Using Research Results
ANSWER: T

External validity is usually more of a problem for research conducted in laboratory settings as opposed to field settings.

66. FACTUAL: BOX Applying I/O Psychology: The Hawthorne Effect

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ANSWER: F

A 1970s re-analysis of the data from the original Hawthorne studies revealed that the Hawthorne studies were a model of good social scientific research methods.

67. FACTUAL: Ethical Issues in Research and Practice in I/O Psychology
ANSWER: F

Informed consent refers to participants' being paid for their research participation.

68. FACTUAL: Appendix: Statistical Analyses of Research Data
ANSWER: T

Researchers use multivariate research designs to help capture the complexity of actual work behavior.

69. CONCEPTUAL: Appendix: Statistical Analyses of Research Data
ANSWER: T

Analysis of research data can be either quantitative or qualitative.

70. FACTUAL: Appendix: Statistical Analyses of Research Data
ANSWER: F

Descriptive statistics are used to statistically verify that there is a significant difference between two groups on some dependent variable.

71. FACTUAL: Appendix: Statistical Analyses of Research Data
ANSWER: F

Another name for the median is the "average."

72. FACTUAL: Appendix: Statistical Analyses of Research Data
ANSWER: T

In a normal distribution, the median and the mode are the same number.

73. FACTUAL: Appendix: Statistical Analyses of Research Data
ANSWER: F

Both descriptive statistics and inferential statistics are used to test research hypotheses.

74. CONCEPTUAL: Appendix: Statistical Analyses of Research Data

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ANSWER: F

A strong negative correlation is represented by a coefficient of zero (0.0).

Essay Test Items

75. Describe the basic and applied goals of I/O psychology.

76. Describe the steps in the research process.

77. Discuss the issue of sampling in research, including examples of random and stratified sampling.

78. Discuss, compare, and contrast the experimental and correlational methods.

79. Describe the experimental method, and the advantages and disadvantages associated with laboratory and field experiments.

80. Describe the research method of meta-analysis, including its purposes.

81. Compare research methodology and statistical analysis.

82. Five dependent variables are often measured in I/O psychology. List them and provide and example for 3 of the five.

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CHAPTER 3
Job Analysis: Understanding Work and Work Task

Chapter 3 Test Bank

Multiple Choice Test Items

1. APPLICATION: Job Analysis
ANSWER: b

"Job applicants must have a high school diploma, type 55 words per minute, possess exceptional computer skills, and have a valid driver's license." This is an example of a

a. job description.
b. job specification.
c. job evaluation.
d. performance criteria.

2. FACTUAL: Job Analysis
ANSWER: a

A job description is

a. a detailed accounting of the tasks and responsibilities associated with a job.
b. a step-by-step "procedure manual" for performing a job.
c. a systematic study of the tasks, duties, and knowledge needed to perform a job.
d. the assessment of the relative value or worth of a job.

3. CONCEPTUAL: Job Analysis
ANSWER: c

Which of the following requires that a job analysis be done before its elements can be developed?

a. Organizational objectives
b. Long range planning goals
c. Job descriptions
d. The creation of new positions

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4. FACTUAL: Job Analysis
ANSWER: d

A job specification provides information about the

a. tasks to be performed by the employee.
b. relative importance of tasks to be performed by the employee.
c. amount of salary to be earned.
d. human characteristics, work experience, and education required for a job.

5. CONCEPTUAL: Job Analysis
ANSWER: c

Which of the following is most closely associated with determining how much a particular job should pay?

a. Job description
b. Job specification
c. Job evaluation
d. Performance criteria

6. CONCEPTUAL: Observations
ANSWER: b

One important consideration in using observational methods to conduct job analyses is

a. only technical and professional employees can be observed accurately.
b. trained observers must know what they are looking for.
c. observation time should be limited to only a few minutes.
d. the observer only tries to get a general idea of what the employee actually does.

7. CONCEPTUAL: Observations
ANSWER: c

Observational techniques of job analysis usually work best with

a. high-level management or leadership positions.
b. jobs for which there is a lot of existing data.
c. jobs involving manual operations or repetitive tasks.
d. creative or decision-making positions.

8. CONCEPTUAL: Interviews for Job Analysis
ANSWER: c

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When using interview job analysis techniques, more reliable representations of jobs are established when

a. only one worker in the position is interviewed.
b. open-ended questions are used.
c. several job incumbents within a single organization are interviewed.
d. only the supervisor of the particular job position is interviewed.

9. CONCEPTUAL: Interviews for Job Analysis
ANSWER: a

An advantage of interview methods of job analysis is

a. the job analyst can ask open-ended, detailed questions.
b. interviews are less costly than pencil-and-paper surveys.
c. interviews are less prone to bias or distortion than survey methods.
d. interviews are essentially free from all forms of bias.

10. CONCEPTUAL: Surveys
ANSWER: b

One advantage of using surveys rather than interviews is

a. workers generally dislike being interviewed.
b. workers may remain anonymous through the use of survey methods.
c. surveys are more statistically reliable.
d. surveys provide more detailed, in-depth information than interviews.

11. CONCEPTUAL: Surveys
ANSWER: d

Subject matter experts can provide job analysis information by _____ and _____.

a. interview, field experiments
b. survey, job diaries
c. interview, existing data
d. survey, interview

12. FACTUAL: Surveys
ANSWER: d
One drawback to the survey method is

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a. they can't be used to study several positions.
b. they can't demonstrate cognitive processes.
c. they are not cost effective.
d. they are limited by the questions asked.

13. CONCEPTUAL: Job Diaries
ANSWER: d

An advantage of job diaries is _____ while a disadvantage is _____.

a. they can be administered quickly...they provide little information.
b. they can be administered quickly...they are not cost-effective.
c. they provide rich day-to-day information...they can only be collected from motivated workers.
d. they provide rich day-to-day information...they are time-consuming.

14. FACTUAL: Job Analysis Methods
ANSWER: a

Which of the following is NOT a job analysis method?

a. Field experiment method
b. Existing data method
c. Interview method
d. Survey method

15. FACTUAL: Job Element Method
ANSWER: c

The job elements method analyzes jobs in terms of

a. data, people, things.
b. information input, mental processes, work output.
c. knowledge, skills, abilities, and other characteristics.
d. occupations, fields, and vocations.

16. CONCEPTUAL: Critical Incidents Techniques
ANSWER: a

One clear advantage of the critical incidents technique of job analysis is

a. it provides detailed information about the requirements for success in a particular job.
b. it is quick and easy to use.

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