Industrial and Organizational Psychology 8th edition Spector Test Bank

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TESTBANK: CHAPTER 1
INTRODUCTION

MULTIPLE CHOICE QUESIONS

What Is I-O Psychology

1. Mary is experiencing feelings of anxiety and depression. She is having difficulty finding the motivation to complete even the simplest tasks at work and when at home she just sits and stares at her TV. Her employer has suggested she seek the help of a professional. What type of psychologist is she MOST likely to go to for help?
a. A clinical psychologist
b. An experimental psychologist
c. A forensic psychologist
d. An industrial-organizational psychologist
Answer: a

2. Industrial-Organizational Psychology is LEAST concerned with:
a. the treatment of emotional or personal problems in the workplace.
b. the assessment of job performance.
c. designing employee selection methods.
d. the development of organizational safety programs.
Answer: a

x3. What is the main similarity between clinical and I-O psychology?
a. They both are concerned with emotional problems of employees.
b. They both are concerned with hiring the right person for the job.
c. Most of the research in these fields is conducted in the laboratory.
d. They are both applied fields of psychology.
Answer: d

4. Erin is applying for a job at a major fast food chain. What type of psychologist is most likely to have developed the employee selection procedures, training sessions and performance appraisal system that she will be subjected to?
a. An industrial-organizational psychologist
b. A social psychologist
c. A cognitive psychologist
d. A clinical psychologist
Answer: a

5. The division of psychology that emphasizes a management perspective of organizational efficiency through the appropriate use of human resources is
a. Cognitive psychology.
b. Clinical psychology.
c. Industrial-organizational psychology.
d. Social psychology.
Answer: c

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6. The largest subfield of psychology is
a. Clinical psychology.
b. Cognitive psychology.
c. Industrial-Organizational psychology.
d. Social psychologist.
Answer: c

Activities and Settings of I-O Psychologists

7. Activities that involve using psychological principles to solve real-world problems is called:
a. Generalizability.
b. Practice.
c. Research.
d. Consulting.
Answer: b

8. I-O psychology is an "evidence-based" field. This means that:
a. the things practitioners do are based on scientific methods and principles
b. most I-O practitioners work in the judicial system
c. I-O psychologists base their recommendations on personal experience
d. I-O practitioners use an intuitive approach to solving organizational problems
Answer: a

9. Which of the following is **NOT** a major activity of an I-O professor?
a. Do research
b. Mentor graduate students
c. Provide consulting services to organizations.
d. Create computer apps.
Answer: d

10. Most research settings for I-O psychologists are
a. Research institutes.
b. R&D departments of large corporations.
c. Colleges and universities
d. Federal government research labs
Answer: c

11. Becky has finally finished her degree in I-O psychology! What are the three most common settings in which she would be most likely to work?
a. university, health care, private company
b. university, government, health care
c. consulting, health care, private company
d. consulting, private company, university
Answer: d

12. The settings in which I-O psychologists work can be classified into what two broad

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categories?
a. manufacturing and services
b. research and practice
c. management and labor
d. economics and administration
Answer: b

13. Stephanie is a college professor specializing in Industrial-Organizational Psychology. She is MOST likely to be found engaging in which of the following activities?
a. Designing training programs
b. Teaching students and doing research
c. Developing psychological tests for industry
d. Designing an employee performance appraisal system
Answer: b

14. Justin is a practicing Industrial psychologist. He is most likely to be found engaging in which of the following activities?
a. Designing employee selection systems and training programs
b. Writing research papers and presenting them at meetings
c. Developing courses
d. Writing textbooks
Answer: a

15. Which of the following is NOT a major activity of a practicing I-O psychologist?
a. Analyze the nature of a job (job analysis).
b. Design an employee selection system.
c. Publish papers in academic journals.
d. Design a training program.
Answer: c

I-O Psychology As a Profession

16. What is the name of the largest professional/scientific society that is comprised entirely of I-O psychologists?
a. The Society for Industrial and Organizational Psychology
b. The American Psychological Association
c. The American Psychological Society
d. The Academy of Management
Answer: a

17. I-O consulting firms work similarly to which of the following types of organizations?
a. Accounting and law.
b. Engineering and healthcare.
c. Retail stores and online vendors.
d. Fire stations and police departments.
Answer: a

18. Most members of SIOP come from which areas of the world?

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a. Europe and the UK.
b. North America
c. Asia
d. North and South America
Answer: b

19. Where do we find professional associations of I-O Psychologists?
a. Only in the U.S.
b. Only in North America.
c. In North America and Europe.
d. Throughout the world.
Answer: d

I-O Psychology as a Science

20. I-O psychologists often conduct research. Why is research important to I-O psychologists?
a. Research funding supports universities.
b. Research helps the public understand psychology.
c. Research provides the principles that can be applied in practice.
d. Research provides new information for professors to discuss in their classes.
Answer: c

21. Which two areas of psychology are the top two science jobs in the U.S. according to U.S. News and World Reports?
a. Professor and Practitioner,
b. Clinical psychology and I-O psychology,
c. Engineering and psychology,
d. Clinical psychologist and pharmacist.
Answer: b

22. Which of the following best explains why research is important in I-O psychology?
a. It keeps I-O psychology in step with other branches of psychology.
b. It provides the theories and principles that are applied in practice.
c. It keeps the field from becoming outdated.
d. It is necessary in the training of new I-O psychologists.
Answer: b

23. Which of the following is **NOT** true of research in I-O psychology?
a. Research is often intended to develop new methods and procedures that can be used to solve problems I-O psychologists frequently face in practice.
b. Research results may be presented at conferences but the primary source of research results is scientific journals.
c. Research sometimes focuses on understanding a phenomenon like employee absenteeism.
d. Research that meets minimum standards is automatically published because of the importance of having as much information as possible available to the field.
Answer: d

24. Which percentage of submitted articles are actually published in the top I-O psychology journals?
a. 5-10%
b. 20-40%
c. 40-60%
d. 65-75%
Answer: a

History of the Field of I-O Psychology

25. I-O psychology has its primary roots in
a. Experimental psychology.
b. Engineering and medicine.
c. Sociology.
d. Clinical psychology.
Answer: a

26. American I-O psychology has its beginnings with
a. applied work by James McKeen Cattell in the middle 19th century.
b. the Spanish flu pandemic in the early 20th century.
c. the surprising results of the Hawthorne studies at Western Electric.
d. applied work by experimental psychologists in the early 1900's.
Answer: d

27. If your great grandfather was an early industrial psychologist, which of the following issues would he be most concerned with?
a. Employee productivity and organizational efficiency
b. Employee feelings and opinions
c. Job redesign
d. Job satisfaction
Answer: a

28. The U.S. Army began to use I-O psychologists in _____ ; the first large-scale application of psychological testing to place individuals into jobs.
a. World War I
b. World War II
c. the 1950's
d. the 1970's
Answer: a

29. If your great grandfather had been in the US military during World War I, how would the emerging field of Industrial psychology have impacted his life?
a. He would have been one of the first to use Lillian Gilbreth's foot-pedal trash can.
b. He would have been a subject in a time and motion study in which his motion and timing in conducting tasks would have been monitored.
c. He would have been given a test for mental ability designed by a group of I-O psychologists.

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d. He would have been a subject in the Hawthorne studies.
Answer: c

30. Before the 1920's, an I/0 psychologist could NOT have worked in which of the following settings?
a. a military base
b. a factory
c. a university
d. a consulting firm
Answer: d

31. What was the focus of the earliest I-O work in the United Kingdom?
a. Employee selection and training.
b. Efficiency and working conditions.
c. Job analysis.
d. Proper design of technology.
Answer: b

32. Who was the leading figure in early days of I-O psychology in the United Kingdom?
a. Hugo Münsterberg.
b. Frederick Taylor.
c. Charles Myers.
d. Elton Jones.
Answer: c

33. The two world wars were important influences on the field of I-O psychology because they
a. Allowed psychologists to make money from the government.
b. Forced all the males into military service, causing females to join the workforce.
c. Allowed for large-scale application of psychological principles to the war effort.
d. Allowed for the creation of the Psychological Corporation.
Answer: c

34. In the second half of the 20th century, I-O psychology in the U.S. was impacted greatly by which of the following significant events that forced changes in the employment practices of most organizations?
a. World Wars I and II.
b. The passage of the Civil Rights Act of 1964.
c. The formation of the Society for Industrial and Organizational Psychology.
d. The passage of the Americans with Disabilities Act (ADA) in 1991.
Answer: b

35. The first application of group testing for mental ability
a. was referred to as project A.
b. used the Army Alpha and the Army Beta.
c. was led by Walter Dill Scott.
d. was led by James McKeen Cattell.
Answer: b

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36. The Psychological Corporation
a. was founded by Walter Dill Scott.
b. based its business on the psychology of advertising.
c. was founded by James McKeen Cattell.
d. went out of business in the 1990's.
Answer: c

37. Your employer ascribes to the principles of Scientific Management. Which of the statements below would they be **LEAST** likely to agree with?
a. Each job should be analyzed to determine the best way of doing it.
b. Employees should be selected so as to get along with other members of their work group.
c. Employees should be carefully trained at their jobs.
d. Employees should be rewarded for productivity.
Answer: b

38. Your boss gives special privileges to those employees that do a good job such as allowing them to leave early or take longer lunches. She is using which of Taylor's principles of Scientific Management?
a. Each job should be analyzed so that the optimal way of doing a task is identified.
b. Employees should be carefully trained for their jobs.
c. Employees should be hired so that their personal characteristics are related to job performance.
d. Employees should be rewarded for productivity to encourage high levels of performance.
Answer: d

39. An expert in efficiency studies is carefully studying jobs by making detailed assessments of the amount of time it takes workers to complete tasks. This expert is conducting what type of study?
a. An ergonomic study
b. A job analysis
c. A time and motion study
d. All of the above
Answer: c

40. What does the acronym SIOP represent?
a. The Society in Organizational Behavior Processes
b. The Social Industry of Psychology
c. The Society for Industrial and Organizational Psychology
d. Safety in Organizational Processes
Answer: c

41. Who were the two individuals credited with being the fathers of American I-O psychology?
a. Walter Dill Scott and Hugo Munsterberg
b. Hugo Munsterberg and Frederick Taylor

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c. Frank Gillbreth and Lillian Gillbreth
d. Robert Yerkes and Walter Dill Scott
Answer: a

42. Walter Dill Scott and Hugo Munsterberg are credited with being the fathers of I-O psychology. What were their professional backgrounds?
a. Both were clinical psychologists.
b. Both were experimental psychologists.
c. Walter Dill Scott was an experimental psychologist, and Hugo Munsterberg was a clinical psychologist.
d. Walter Dill Scott was an engineer, and Hugo Munsterberg was an experimental psychologist.
Answer: b

43. Who wrote the first American I-O psychology text?
a. Frank Gillbreth
b. Robert Yerkes
c. Walter Dill Scott
d. Hugo Munsterberg
Answer: d

44. Who wrote the first British I-O psychology text?
a. Frank Gillbreth
b. Charles Myers
c. Walter Dill Scott
d. Hugo Munsterberg
Answer: b

45. The first I-O psychology text, written by Hugo Munsterberg, was entitled:
a. The Theory of Advertising
b. Cheaper by the Dozen
c. Psychology and Industrial Efficiency
d. Organizational Behavior
Answer: c

46. Scientific Management was developed in the late nineteenth and early twentieth centuries by_____ as an approach to handling production workers in factories.
a. Hugo Munsterberg
b. Walter Dill Scott
c. Frederick Winslow Taylor
d. Robert Yerkes
Answer: c

47. I-O psychology has one of its roots in engineering. The engineer who developed the principles of Scientific Management was
a. Hugo Munsterberg
b. Walter Dill Scott

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c. Robert Yerkes
d. Frederick Winslow Taylor
Answer: d

48. The husband and wife team that was the subject of the movie *Cheaper by the Dozen* and credited with beginning the study of efficient ways of performing tasks through the time and motion studies was:
a. Hugo and Hilda Munsterberg
b. Walter and Bernadette Scott
c. Robert and Sarah Yerkes
d. Frank and Lillian Gilbreth
Answer: d

49. The first I-O Ph.D. was awarded to
a. Robert Yerkes.
b. Charles Myers.
c. Bruce V. Moore.
d. Hugo Munsterberg
Answer: c 3 10

50. The surprising outcome of the Hawthorne studies at Western Electric was that
a. light levels are related to job performance.
b. social factors in organizations affect employees' job performance.
c. employee training makes little difference in performance.
d. the more closely employees are supervised, the less efficient an organization becomes.
Answer: b

51. The best known Hawthorne study was that of lighting-level effects by Roethlisberger and Dickson (1939). In this study employees were taken to a special room where lighting levels were varied from day to day to see how performance would be affected. They found that
a. performance depended not only on lighting level, but also on who an employee was working with that day.
b. newer employees did better with more light, while more experienced employees were unaffected by light conditions.
c. no matter how light levels were changed, productivity remained the same unless established work groups were broken up.
d. over the course of the study, productivity increased and seemed to have little to do with lighting levels.
Answer: d

52. Results of some of the Hawthorne studies were tentatively explained by what has come to be know as the Hawthorne Effect, in which
a. employee performance increases because the knowledge of participating in a study.
b. employee performance depends almost entirely on how well established a work group is
c. newer employees reach optimal performance when paired with experienced employees.

d. it is almost impossible to have any effect on the productivity of a work group.

Answer: a

53. As an I-O psychologist you are hired by an organization to study the effects of lighting level on optimal performance in their factory. You decide to conduct this study by taking your subjects to a special room in which lighting levels can be changed. You vary lighting levels and measure productivity. In this case you would be replicating which classic study in I-O psychology?

a. The Gilbreths' Time and Motion study.
b. Munsterberg's Industrial efficiency study.
c. Taylor's application of Scientific management.
d. The Western Electric Hawthorne study.

Answer: d

54. Early I-O psychologists in _____emphasized job performance; while I-O psychologists in _____ focused more on employee health and fatigue.

a. the U.S. ; the United Kingdom
b. Europe; Canada
c. the United Kingdom; the U.S.
d. Germany; the U.S.

Answer: a

I-O Psychology Beyond the United States and United Kingdom

55. What Is the main difference in the I-O field between the U.S. and the U.K.?

a. There would be no differences in emphasis as I-O psychologists worldwide study the same topical area(s).
b. The UK is more concerned with employee selection.
c. The UK is more concerned with performance appraisal.
d. The UK is more concerned with employee health and stress issues.

Answer: d

56. What percentage of authors published in the American Journal of Applied Psychology are from outside the U.S.?

a. 0% All are from the U.S.
b. 5%
c. 25%
d. 90?

Answer: c

57. Which of the following is true about the I-O field.

a. The field mainly began in the U.S. and U.K but has spread throughout the world.
b. Almost all I-O psychologists are trained in the U.S.
c. I-O only exists in Europe and North America.
d. Research is only conducted in English-speaking countries.

Answer: a

What It Takes To Become An I-O Psychologist

58. Your friend expresses interest in becoming an I-O psychologist. What advice would you give him or her?
a. Follow a bachelor's degree with an internship at a large corporation.
b. Follow a bachelor's degree with on the job training assisting a practicing I-O psychologist.
c. Earn a graduate degree in I-O psychology.
d. Take the licensing exam after the completing a bachelor's degree and an internship.
Answer: c

59. Which of following areas are you least likely to study while in graduate school in I-O psychology?
a. Training
b. Performance appraisal
c. Work motivation
d. Treatment of psychological disorders
Answer: d

60. Most I-O psychology graduate schools educate their students to be a
a. Scientist-practitioner.
b. Practitioner.
c. Scholar-scientist.
d. Labor-management specialist
Answer: a

61. To be considered a full-fledged Industrial/Organizational Psychologist in the U.S. what type of degree do you need?
a. B.A.
b. M.A. or M. S.
c. Ph.D.
d. Psy.D.
Answer: c

62. To be considered an I-O psychologist, you must
a. have a bachelor's degree in psychology.
b. have a master's or PhD in I-O psychology
c. have a Ph.D. in any area of psychology.
d. have a doctor of psychology, PsyD degree.
Answer: b

63. Your daughter asks you about the role of women in Industrial psychology. You tell her that
a. I-O psychology is a mostly female profession.
b. Women earn about half of the Ph.D. degrees awarded in the United States.
c. There was a higher ratio of females, relative to males, practicing IO psychologists in the 1960s than the 1920s.
d. There are very few women in the I-O field.
Answer: b

64. In recent years, approximately what percent of Ph.D.'s in I-O psychology have been awarded to women?
a. 8
b. 25
c. 50
d. 80
Answer: c

Ethics of the I-O Field

65. Which of the following is NOT one of the ethical principles I-O psychologists are supposed to follow?
a. They should be fair and honest in their professional dealings.
b. They must be loyal to their employer, putting the employer's interests above those of employees.
c. They must respect the rights and privacy of others.
d. They must only do work they are competent to perform.
Answer: b

66. An I-O psychologist administers a survey to employees about their feelings about the company, promising confidentiality. After seeing the results, the management of the company demands to know which employees were critical of the company. The psychologist complies with the demand and identifies those employees. In which way did the psychologist behave unethically?
a. He performed a service he was not competent to do as an I-O psychologist.
b. He violated the confidentiality of the employees' results.
c. He failed to use his skills to benefit others.
d. All of the above.
Answer: b

67. I-O psychologists are guided by the APA ethical code. When a member violates the code, APA can
a. revoke the member's professional license.
b. revoke the member's APA membership.
c. file civil charges against the member.
d. levy fines against the member.
Answer: b

68. An I-O psychologist has been working as an executive coach for Steve, the VP of Q Corp., for the past 6 months. Last week, Q Corp. fell victim to a hostile takeover by one of its competitors. Since then Steve has been fraught with anxiety over the situation and has trouble sleeping, excessively worrying about his employees and own job. The I-O psychologist has been counseling Steve regarding his concerns. Which ethical principal has the I-O psychologist violated?
a. Competence.
b. Respect for People's Rights and Dignity.
c. Concern for Others Welfare.

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d. None of the above.
Answer: a

69. An I-O psychologist is asked to collect information about employees' opinions on management. After the I-O psychologist collects the information, the employers want to know who is dissatisfied. The psychologist does not give the employees the information and says that she must protect the employee's confidentiality. Which ethic code is the psychology most likely up-holding?
a. Competence.
b. Integrity.
c. Respect for people's rights and dignity.
d. Social responsibility.
Answer: c

Humanitarian Work Psychology

70. The humanitarian work psychology movement
a. aims to improve the work life of American workers.
b. mobilizes I-O psychologists to use their skills to reduce poverty and improve well-being in developing countries.
c. was sparked by the Hawthorne studies.
d. strives to improve employee efficiency and performance.
Answer: b

71. Recently, I-O psychologists have begun working together to bring their experience to bear on the problems experienced in developing countries. This is referred to as:
a. humanitarian work psychology.
b. cooperative work psychology.
c. developmental assistance psychology.
d. volunteer psychology.
Answer: a

72. The Global Task Force for Humanitarian Work Psychology works with agencies such as
a. The American Psychological Association.
b. Southern Management Association.
c. The Association for Worldwide Development.
d. The United Nations.
Answer: d

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ESSAY QUESTIONS

1. Explain how the industrial and organizational sides of the field differ.

2. Describe the two major settings in which we find I-O psychologists.

3. What does a practicing I-O psychologist do?

4. Describe the major settings in which I-O psychologists work.

5. What are the two major means of disseminating I-O research results?

6. What historical event is credited with the founding of the I-O field and how did it differ between the U.S. and U.K.?

7. Describe the principles of Scientific Management.

8. Choose three of the following people and explain why each was important in the early years of I-O psychology: Robert Yerkes, Hugo Munsterberg, Walter Dill Scott, Frederick Winslow Taylor, Chearles Myers, or Frank and Lillian Gillbreth.

9. Which two people are credited with being the main founders of the I-O field in the U.S. and what did they contribute?

10. Briefly describe the early development of I-O field in the U.K.

11. Explain the chief findings of the Hawthorne studies and its importance to I/0 psychology research.

12. Explain how the Civil Rights Act of 1964 shaped I-O psychology.

13. How do research interests in I-O differ between the U.S., and European countries?

14. Describe the process involved in earning a doctoral degree in I-O.

15. What is the basic philosophy of the ethical code that guides all I-O work?

16. As an industrial psychologist, you analyze a job and try to restructure the worker's movements so as to save time and increase productivity. In testing, you find that productivity is increased but that workers are more likely to suffer repetitive motion injuries. Discuss how the ethical principles of I-O psychology apply in this situation.

17. Explain the significance of the first World War to the development of I-O psychology in the U.K. and the U.S.

18. What distinguishes the practice of I-O psychology from that of clinical psychology?

19. I-O psychologists are trained to be "scientist-practitioners." Explain what that means.

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20. An organization has a problem with stress among its employees. Explain how an I-O psychologist might approach the problem and come up with a solution.

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KEY TERMS

- Industrial-organizational psychology
- Scientific management
- Time and motion study
- Hawthorne effect
- Society for Industrial and Organizational Psychology
- Humanitarian work psychology

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