Organizational Behavour (Canadian) 3rd edition Colquitt Test Bank

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

1) The value of the set of employee behaviours that contribute, either positively or negatively, to organizational goal accomplishment is known as:
   A) job commitment
   B) motivation
   C) job satisfaction
   D) organizational commitment
   E) job performance

Answer: E

2) Employee behaviours that are directly involved in the transformation of organizational resources into the goods or services that the organization produces, are known as:
   A) task performance
   B) organizational commitment
   C) citizenship behaviour
   D) job withdrawal
   E) counterproductive behaviour

Answer: A

3) The explicit obligations that an employee must fulfill to receive compensation and continued employment are known as:
   A) counterproductive behaviour
   B) task performance
   C) job withdrawal
   D) organizational commitment
   E) citizenship behaviour

Answer: B

4) For an accountant, preparing, examining, and analyzing accounting records for accuracy and completeness is most likely an example of:
   A) counterproductive behaviour
   B) organizational commitment
   C) citizenship behaviours
   D) job withdrawal
   E) task performance

Answer: E

5) Riya is an advertising executive at Mountain City Advertising. For Riya, developing advertising campaigns and preparing and delivering presentations to clients are most likely examples of:
   A) counterproductive behaviour
   B) citizenship behaviours
   C) organizational commitment
   D) job withdrawal
   E) task performance

Answer: E

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6) Well-known responses to normal job demands that occur in a predictable way are known as:
A) counterproductive behaviour
B) citizenship behaviour
C) job withdrawal
D) adaptive task performance
E) routine task performance
Answer: E

7) For a surgical technician, handing the surgeon the required surgical tools for a simple appendectomy is an example of:
A) counterproductive behaviour
B) job withdrawal
C) citizenship behaviour
D) adaptive task performance
E) routine task performance
Answer: E

8) An employee's response to job demands that are novel, unusual, or unpredictable is known as:
A) job withdrawal
B) citizenship behaviour
C) routine task performance
D) counterproductive behaviour
E) adaptive task performance
Answer: E

9) For a kindergarten teacher, assisting her twenty-one students out of a smoke-filled elementary school is an example of:
A) adaptive task performance
B) citizenship behaviour
C) routine task performance
D) counterproductive behaviour
E) job withdrawal
Answer: A

10) What is the concept that is described as ideals or physical outcomes that are both novel and useful?
A) citizenship behaviour
B) routine task performance
C) adaptive task performance
D) job withdrawal
E) creative task performance
Answer: E

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11) Two kinds of task performance include
A) interpersonal and organizational
B) creative and adaptive
C) property and production
D) citizenship and counterproductive
E) political and personal
Answer: B

12) Scenario: Family Dentistry, Inc.

Amanda, Bianca, and Carol are three dental hygienists who work for Dr. Devon at Family Dentistry. hygienists do pretty much the same thing everyday. On an average, they see 12 people everyday for re teeth cleaning which involves cleaning, flossing, and normal checkup. Dr. Devon, on the other hand, an unpredictable job. She has to respond to all types of teeth-related emergencies including having to do surgeries. All three hygienists always try to help each other out, have a very good attitude in general toward each other, and keep each other informed about matters that are relevant to them and to Dr. Devon. Amanda specifically takes on the role of attending all community-related voluntary meetings and functions where Family Dentistry may have a stake or are asked for involvement. On her own time, she keeps up on all dental regulations and business-related news that may have an impact on the firm. Carol, on the other hand, can be described as the unofficial publicist of Family Dentistry. She always represents the firm in a very positive way away from work. In groups she belor at church, or at her children's school, she is always bragging about how good it is to work at Family I Dr. Devon couldn't be happier to have such wonderful people working with her.

Amanda, Bianca, and Carol contribute most directly to the business goals of the Family Dentistry pra through their _____.
A) intrapersonal task performance
B) adaptive task performance
C) routine task performance
D) interpersonal task performance
E) civic task performance
Answer: C

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13) Scenario: Family Dentistry, Inc.

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Dr. Devon contributes most directly to the business goals of the Family Dentistry through _____.

A) interpersonal task performance
B) intrapersonal task performance
C) adaptive task performance
D) routine task performance
E) civic task performance

Answer: C

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14) Scenario: Family Diner

Evan and Laura recently opened a local diner where people feel very comfortable with both the envir and food. Evan supervises the daily operations in the kitchen and cash counter which are fairly basic limited menu choices and simple cash register operations. Laura runs the back office operations with accounting, paperwork, marketing, and all other issues related to the diner. Being new in the business Evan and Laura are trying to get a handle on employee issues facing them. Two days ago Evan discovered that the cash register was $80 short and caught Jerome, a new hire, with the money. Cindy, the cook at the diner, arrived at work intoxicated three days in a row, and this not only affected her cooking, but resulted in several customer complaints. Evan also found Shawn, the dishwasher, making verbal remarks at Cindy and touching her inappropriately. The only bright spot amongst employees was Neal. He maintained a good attitude with Cindy, Jerome, Shawn, and other co-workers even when they were annoying and the diner was having problems. Evan and Laura decid to have an employee meeting to address the issues before things get worse.

Laura's work can be best described as

A) routine task performance
B) adaptive task performance
C) personal aggression
D) political deviance
E) production deviance

Answer: B

15) Watching an expressionless flight attendant robotically demonstrate how to insert the seatbelt tongue into the seatbelt buckle before the flight takes off is an example of:

A) adaptive task performance.
B) counterproductive behaviour.
C) citizenship behaviour.
D) routine task performance.
E) job withdrawal.

Answer: D

16) Which of the following behaviours involved in adaptability deals with anticipating change in the work demands and searching for and participating in assignments or training to prepare for these changes?

A) Demonstrating interpersonal adaptability.
B) Dealing with uncertain and unpredictable work situations.
C) Handling work stress.
D) Learning work tasks, technologies, and work situations.
E) Solving problems creatively.

Answer: D

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17) All of these are behaviours involved in adaptability except:
A) demonstrating interpersonal adaptability
B) solving problems creatively
C) handling emergencies
D) performing daily rituals
E) handling work stress
Answer: D

18) A job analysis consists of which of the following?
A) activities rated highly in terms of frequency and importance are used to define task performance
B) listing all job activities
C) consulting with a subject matter expert as to the frequency of all job activities
D) consulting with a subject matter expert as to the importance of all job activities
E) All of these
Answer: E

19) The Canadian government database used to identify job titles and occupational group descriptions is known as:
A) Job and Occupation Bank
B) Job Analysis Network
C) Behavioural Anchored Ratings Scale Network
D) National Occupational Classification
E) all of these
Answer: D

20) Relatively discretionary activities that contribute to the organization by improving the overall quality of the setting in which work takes place are known as:
A) counterproductive behaviour
B) job withdrawal
C) routine task performance
D) adaptive task performance
E) citizenship behaviour
Answer: E

21) Citizenship behaviours can be divided into the two main categories of:
A) interpersonal and intrapersonal
B) interpersonal and political
C) intrapersonal and organizational
D) interpersonal and organizational
E) organizational and political
Answer: D

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22) Which of the following statements about the National Occupational Classification (NOC) database is false?
A) It enables people to compile, analyze, and communicate information about occupations.
B) It captures the "numerous small decisions" that separate the most effective organizations from their competitors.
C) It is an online database.
D) It provides a description of occupational groups.
E) It represents only the first step in figuring out the important tasks for a given job.
Answer: B

23) Interpersonal citizenship behaviours consist of:
A) helping, performance, kindness
B) helping, courtesy, and sportsmanship
C) courtesy, competitiveness, performance
D) sportsmanship, kindness, competitiveness
E) none of the choices is correct
Answer: B

24) Interpersonal citizenship behaviour includes which of the following activities?
A) Boosterism
B) Sportsmanship
C) Voice
D) Civic virtue
E) All of these
Answer: B

25) Which of these behaviours benefit coworkers and colleagues and involve assisting, supporting, and developing other organizational members in a way that goes beyond normal job expectations?
A) Interpersonal citizenship behaviour
B) Production citizenship behaviour
C) Organizational citizenship behaviour
D) Intrapersonal citizenship behaviour
E) Political citizenship behaviour
Answer: A

26) Don always maintains a good attitude with coworkers even when the department is going through tough times. Don is demonstrating which type of citizenship behaviour?
A) Courtesy
B) Sportsmanship
C) Civic virtue
D) Helping
E) Boosterism
Answer: B

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27) Suzy keeps the other employees in her department informed about various issues that are relevant to them. Suzy is demonstrating which type of citizenship behaviour?
A) Helping
B) Boosterism
C) Courtesy
D) Sportsmanship
E) Civic virtue
Answer: C

28) _____ refers to keeping coworkers informed about matters that are relevant to them.
A) Courtesy
B) Civic virtue
C) Boosterism
D) Helping
E) Sportsmanship
Answer: A

29) Which of these involves maintaining a good attitude with coworkers, even when they have done something annoying or when the unit is going through tough times?
A) Helping
B) Courtesy
C) Civic virtue
D) Boosterism
E) Sportsmanship
Answer: E

30) Organizational citizenship behaviours consist of which of these?
A) Civic virtue, Performance, Competitiveness
B) Voice virtue, Performance, Kindness
C) Boosterism, Voice, Performance
D) Civic virtue, Voice, Boosterism
E) None of the choices are correct
Answer: D

31) Organizational citizenship behaviours consist of:
A) courtesy
B) voice
C) helping
D) sportsmanship
E) all of these
Answer: B

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32) Yan speaks up and offers constructive suggestions about how to change the operations of her department. Yan is demonstrating which type of citizenship behaviour?
A) Sportsmanship
B) Civic virtue
C) Helping
D) Voice
E) Boosterism
Answer: D

33) James is always reading and keeping up with organizational announcements and news that affects his company. James is demonstrating which type of citizenship behaviour?
A) Voice
B) Boosterism
C) Civic virtue
D) Helping
E) Sportsmanship
Answer: C

34) Elizabeth seems like a cheerleader for Villa Italiano as she represents the organization in a positive way when she's away from work. Elizabeth could be viewed as demonstrating which type of citizenship behaviour?
A) Civic virtue
B) Sportsmanship
C) Boosterism
D) Helping
E) Voice
Answer: C

35) _____ refers to participating in the company's operations at a deeper-than-normal level by attending voluntary meetings and functions, reading and keeping with organizational announcements, and keeping abreast of business news that affect the company.
A) Civic virtue
B) Helping
C) Voice
D) Sportsmanship
E) Boosterism
Answer: A

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36) _____ means representing the organization in a positive way when out in public, away from work.
A) Voice
B) Boosterism
C) Helping
D) Sportsmanship
E) Civic virtue
Answer: B

37) Which of these is true about research conducted on citizenship behaviour in a paper mill?
A) The quality but not quantity of crew output was higher in crews that included more good citizens
B) Citizenship behaviours were not relevant to performance in the paper mills
C) The quantity and quality of crew output was higher in crews that included more good citizens
D) Unfortunately, higher levels of citizenship behaviour produced more food waste and greater customer complaints in the restaurant study
E) The quantity but not quality of crew output was higher in crews that included more good citizens
Answer: C

38) Which of these has been shown to have a positive impact on workgroups and organizations?
A) Counterproductive behaviours
B) Personal aggression
C) Property deviance
D) Political deviance
E) Citizenship behaviours
Answer: E

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39) Scenario: Family Dentistry, Inc.

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The three hygienists' interact with one another in a manner that reflects high levels of _____.

A) organizational citizenship behaviour
B) routine task performance
C) interpersonal citizenship behaviour
D) boosterism
E) adaptive task performance

Answer: C

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40) Scenario: Family Dentistry, Inc.

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Amanda's activities during her personal time can be described as which of these citizenship behaviou

A) Civic virtue
B) Boosterism
C) Voice
D) Sportsmanship
E) Counterproductive behaviour

Answer: A

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41) Scenario: Family Dentistry, Inc.

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Carol exhibits which of these citizenship behaviours?

A) political deviance
B) civic virtue
C) voice
D) boosterism
E) sportsmanship

Answer: D

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42) Scenario: Family Diner

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Neal appears to be exhibiting which of these behaviours?

A) Boosterism
B) Personal aggression
C) Sportsmanship
D) Civic virtue
E) Political deviance

Answer: C

43) Nicole always makes time to assist coworkers who have heavy workloads, aiding them with personal matters, and showing new employees the ropes when they first arrive on the job. Nicole is demonstrating which type of citizenship behaviour?

A) Helping
B) Courtesy
C) Boosterism
D) Sportsmanship
E) Civic virtue

Answer: A

44) Rachel reacts to bad rules or policies by constructively trying to change them, instead of passively complaining about them. Rachel is demonstrating which type of citizenship behaviour?

A) Helping
B) Sportsmanship
C) Civic virtue
D) Voice
E) Boosterism

Answer: D

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45) Helen regularly participates in her company's operations at a deeper-than-normal level by attending voluntary meetings and functions. Helen is demonstrating which type of citizenship behaviour?
A) Boosterism
B) Sportsmanship
C) Helping
D) Voice
E) Civic virtue
Answer: E

46) George works for a restaurant. He always says good things about the restaurant when talking to his friends and keeps any "kitchen horror stories" to himself. George is demonstrating which type of citizenship behaviour?
A) Helping
B) Boosterism
C) Voice
D) Sportsmanship
E) Civic virtue
Answer: B

47) Employee behaviours that intentionally hinder organizational goal accomplishment are known as:
A) job withdrawal
B) citizenship behaviours
C) task performance
D) counterproductive behaviour
E) organizational commitment
Answer: D

48) Behaviours that intentionally harm the organization's assets and possessions are known as:
A) property deviance
B) political deviance
C) personal aggression
D) production deviance
E) none of these
Answer: A

49) At ABC Coffee Roasters, employees learned that a few of them will be losing their jobs, and in response, they purposefully started to mix decaffeinated beans in bags of regular beans and vice versa. This created serious customer service issues and the company lost major accounts. The action of the employees at ABC can be described as:
A) theft
B) wasting resources
C) incivility
D) sabotage
E) political deviance
Answer: D

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50) Counterproductive behaviours can be divided into the main categories of:
A) property deviance
B) political deviance
C) personal aggression
D) production deviance
E) All of these
Answer: E

51) Which of these behaviours is included in the "serious" category of organizational counterproductive behaviour?
A) Substance abuse
B) Incivility
C) Harassment
D) Sabotage
E) All of these
Answer: D

52) Which of these behaviours is included in the "serious" category of interpersonal counterproductive behaviour?
A) Sabotage
B) Substance abuse
C) Incivility
D) Harassment
E) None of these
Answer: D

53) Which of these behaviours is included in the "minor" category of organizational counterproductive behaviour?
A) Substance abuse
B) Harassment
C) Sabotage
D) Incivility
E) None of these
Answer: A

54) Which of these behaviours is included in the "minor" category of interpersonal counterproductive behaviour?
A) Sabotage
B) Substance abuse
C) Incivility
D) Harassment
E) All of these
Answer: C

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55) Which of these behaviours are considered to be production deviance?
A) Sabotage and theft
B) Wasting resources and substance abuse
C) Interpersonal and organizational
D) Gossiping and incivility
E) Harassment and abuse
Answer: B

56) Which of these behaviours are considered to be property deviance?
A) Harassment and abuse
B) Interpersonal and organizational
C) Gossiping and incivility
D) Wasting resources and substance abuse
E) Sabotage and theft
Answer: E

57) Which of these behaviours are considered to be political deviance?
A) Interpersonal and organizational
B) Harassment and abuse
C) Wasting resources and substance abuse
D) Gossiping and incivility
E) Sabotage and theft
Answer: D

58) Which of these behaviours are considered to be personal aggression?
A) Sabotage and theft
B) Wasting resources and substance abuse
C) Harassment and abuse
D) Gossiping and incivility
E) Interpersonal and organizational
Answer: C

59) The cost of counterproductive behaviours in the restaurant industry is estimated to be _____ percent of revenues per year.
A) 8-10 B) 50 C) 25 D) 15-20 E) 2-3
Answer: E

60) Research has shown that up to _____ of all employees have engaged in counterproductive behaviours such as theft.
A) 25 B) 90 C) 10 D) 75 E) 50
Answer: D

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61) Behaviours that focus specifically on reducing the efficiency of work output are known as:
A) Production deviance
B) Personal assertion
C) Property deviance
D) Political deviance
E) Personal aggression
Answer: A

62) _____ is the most common form of production deviance.
A) Wasting resources
B) Theft
C) Incivility
D) Harassment
E) Sabotage
Answer: A

63) Edward is one of the four administrative assistants in the College of Business at Teach International University. Unfortunately, he accomplishes less than one-third the work as compared to the other assistants because he purposely works slowly, and he takes way too many breaks. Edward seems to be engaging in which of these counterproductive behaviours?
A) Sabotage
B) Wasting resources
C) Incivility
D) Harassment
E) Theft
Answer: B

64) Every day Johnny comes to work intoxicated, and this compromises his work efficiency. Johnny is engaging in which of these counterproductive behaviours?
A) Sabotage
B) Incivility
C) Property deviance
D) Production deviance
E) None of the choices are correct
Answer: D

65) Behaviours that intentionally disadvantage other individuals rather than the larger organization are known as _____.
A) Incivility
B) Sabotage
C) Theft
D) Political deviance
E) Wasting resources
Answer: D

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66) Allison loves to be "in the know" and carries on casual conversations about other people in which the facts are not confirmed. Allison is demonstrating which type of counterproductive behaviour?
A) Political deviance
B) Personal aggression
C) Substance abuse
D) Gossiping
E) Wasting resources
Answer: D

67) Ricardo has dinner with one of the company's most important clients. The client calls Ricardo's boss the next day to complain that Ricardo was discourteous, impolite, and rude the evening before. Ricardo is demonstrating which type of counterproductive behaviour?
A) Harassment
B) Substance abuse
C) Wasting resources
D) Gossiping
E) Incivility
Answer: E

68) Behaviour that involves verbal hostility and physical altercations directed toward other employees is known as:
A) political deviance
B) incivility
C) personal aggression
D) Sabotage
E) theft
Answer: C

69) Gus constantly subjected Liz to unwanted physical contact and verbal remarks. This behaviour is an example of which type of counterproductive behaviour?
A) Substance abuse
B) Incivility
C) Harassment
D) Productive aggression
E) Gossiping
Answer: C

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70) Which of the following is false about counterproductive behaviours?
A) People who engage in one form of counterproductive behaviour also tend to engage in other forms of counterproductive behaviour
B) Counterproductive behaviour is relevant to any job
C) There is a strong positive correlation between task performance and counterproductive behaviour
D) Sometimes the best task performers are the ones who can best get away with counterproductive actions
E) Counterproductive behaviours tend to represent a pattern of behaviour rather than isolated incidents
Answer: C

71) There is _____ correlation between task performance and counterproductive behaviour.
A) a strong positive
B) a strong negative
C) a weak positive
D) a weak negative
E) none of these
Answer: D

72) Scenario: Family Diner

Evan and Laura recently opened a local diner where people feel very comfortable with both the envir and food. Evan supervises the daily operations in the kitchen and cash counter which are fairly basic limited menu choices and simple cash register operations. Laura runs the back office operations with accounting, paperwork, marketing, and all other issues related to the diner. Being new in the business Evan and Laura are trying to get a handle on employee issues facing them. Two days ago Evan discovered that the cash register was $80 short and caught Jerome, a new hire, with the money. Cindy, the cook at the diner, arrived at work intoxicated three days in a row, and this not only affected her cooking, but resulted in several customer complaints. Evan also found Shawn, the dishwasher, making verbal remarks at Cindy and touching her inappropriately. The only bright spot amongst employees was Neal. He maintained a good attitude with Cindy, Jerome, Shawn, and other co-workers even when they were annoying and the diner was having problems. Evan and Laura decid to have an employee meeting to address the issues before things get worse.

Jerome's exhibited which of these behaviours?
A) Personal aggression
B) Boosterism
C) Political deviance
D) Production deviance
E) Property deviance
Answer: E

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73) Scenario: Family Diner

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Cindy's behaviour can be classified as which of these?

A) Political deviance
B) Boosterism
C) Personal aggression
D) Property deviance
E) Production deviance

Answer: E

74) Scenario: Family Diner

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Shawn's behaviour can be categorized as which of these?

A) Production deviance
B) Personal aggression
C) Political deviance
D) Property deviance
E) Boosterism

Answer: B

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75) Ronald who works as a cable operator for a Cable company cuts television cables serving as many as a million people. Ronald is involved in:
A) sabotage.
B) wasting resources.
C) political deviance.
D) incivility.
E) theft.
Answer: A

76) Which of the following is a serious organizational counterproductive behaviour?
A) Substance abuse
B) Wasting resources
C) Incivility
D) Theft
E) Harassment
Answer: D

77) Which of the following is a serious interpersonal counterproductive behaviour?
A) Substance abuse
B) Wasting resources
C) Sabotage
D) Incivility
E) Abuse
Answer: E

78) Which of the following behaviours is a minor organizational counterproductive behaviour?
A) Sabotage
B) Gossiping
C) Incivility
D) Wasting resources
E) Harassment
Answer: D

79) Which of the following behaviours is a minor interpersonal counterproductive behaviour?
A) Gossiping
B) Substance abuse
C) Wasting resources
D) Sabotage
E) Harassment
Answer: A

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80) If employees abuse alcohol while on the job, then the efficiency of their production will be compromised because their work will be done more slowly and less accurately. Such employees are engaging in which of the following counterproductive behaviours?
A) Political deviance
B) Theft
C) Production deviance
D) Wasting resources
E) Sabotage
Answer: C

81) Which of the following represents communication that is rude, impolite, discourteous, and lacking in good manners?
A) Wasting resources
B) Substance abuse
C) Personal aggression
D) Incivility
E) Gossiping
Answer: D

82) Which of the following occurs when employees are subjected to unwanted physical contact or verbal remarks from a colleague?
A) Harassment
B) Incivility
C) Substance abuse
D) Gossiping
E) Productive aggression
Answer: A

83) Which of the following occurs when an employee is assaulted or endangered in such a way that physical and psychological injuries may occur?
A) Theft
B) Gossiping
C) Abuse
D) Incivility
E) Substance abuse
Answer: C

84) The management technique that assesses an employee's performance by directly assessing job performance behaviours is known as
A) behaviourally anchored rating scales
B) hovering
C) 360 degree feedback
D) management by objectives
E) none of these
Answer: A

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85) The short descriptions of effective and ineffective behaviours used to create an employee performance measurement instrument that managers can use to evaluate employee behaviour are known as
A) critical incidents
B) 360 degree feedback
C) management by objectives
D) task mandates
E) none of these
Answer: A

86) The management technique that involves collecting performance information not just from the supervisor but from anyone else who might have firsthand knowledge about the employee's performance behaviours is known as
A) behaviourally anchored rating scales
B) hovering
C) management by objectives
D) 360 degree feedback
E) none of the choices are correct
Answer: D

87) A BARS approach might use critical incidents to create response anchors, ranging from 1-5 where 5 indicates:
A) requires persuasion and supervision to make changes.
B) able to make changes with average amount of instruction.
C) excellent adaptive performance.
D) poor adaptive performance.
E) unwilling to accept changes.
Answer: C

88) Which of the following bases an employee's evaluations on whether the employee achieves specific performance goals?
A) Behaviourally anchored rating scales
B) Benchmarking
C) Behavioural observation scales
D) 360 degree feedback
E) Management by objectives
Answer: E

89) Which of the following individuals would not provide input to a 360-degree feedback approach?
A) Supervisors
B) Subordinates
C) Shareholders
D) Co-workers
E) Customers
Answer: C

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90) Which of the following concepts refers to a performance management system in which managers rank subordinates relative to one another?
A) Benchmarking
B) Behaviourally anchored rating scales
C) Forced ranking
D) 360 degree feedback
E) Critical incidents
Answer: C

91) Which of the following is a social networking system used to appraise employee performance?
A) YouTube B) Facebook C) Instagram D) Myspace E) LinkedIn
Answer: B

TRUE/FALSE. Write 'T' if the statement is true and 'F' if the statement is false.

92) Job performance includes employee behaviours that are directly involved in the transformation of organizational resources into the goods or services that the organization produces.
Answer: True False

93) It is important to know which behaviours are relevant to job performance.
Answer: True False

94) The term "results" or "job performance results" is used to describe the outcomes associated with performance behaviours.
Answer: True False

95) Task performance is the set of explicit obligations that an employee must fulfill to receive compensation and continued employment.
Answer: True False

96) In addition to being more cognitive, knowledge-based work tends to be more structured and routine in nature.
Answer: True False

97) Task performance is formally defined as the value of the set of employee behaviours that contribute, either positively or negatively, to organizational goal accomplishment.
Answer: True False

98) Routine task performance involves employee responses to task demands that are novel, unusual, or, at the very least, unpredictable.
Answer: True False

99) Creative task performance is the degree to which individuals develop ideas or physical outcomes that are both novel and useful.
Answer: True False

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100) Evan's daily work can be described as routine task performance.
Answer: True False

101) The National Occupational Classification (NOC) is an online Canadian government database that describes the unique task requirements that separate the most effective organizations from their competitors.
Answer: True False

102) Citizenship behaviours have a positive effect on work units and organizations.
Answer: True False

103) The first step in conducting a job analysis is to generate a list of all the activities involved in a job.
Answer: True False

104) The National Occupational Classification (NOC) organizes over 30,000 job titles into 520 occupational group descriptions.
Answer: True False

105) An example of exceptional performance was demonstrated by the pilot of Flight 1549 when he decided to land in the Hudson River, saving all 150 passengers and crew.
Answer: True False

106) Courtesy involves maintaining a good attitude with coworkers, even when they've done something annoying or when the unit is going through tough times.
Answer: True False

107) Sportsmanship involves assisting coworkers who have heavy workloads, aiding them with personal matters, and showing new employees the ropes when they first arrive on the job.
Answer: True False

108) Organizational citizenship behaviours benefit the larger organization by supporting and defending the company, working to improve its operations, and being especially loyal to it.
Answer: True False

109) Boosterism involves speaking up and offering constructive suggestions for change.
Answer: True False

110) Political deviance refers to behaviours that intentionally harm the organization's assets and possessions.
Answer: True False

111) Wasting resources is the most common form of production deviance.
Answer: True False

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112) Fortunately, people who engage in one form of counterproductive behaviour do not usually engage in other forms.
Answer: True False

113) Sometimes the best task performers are also the employees who engage in high levels of counterproductive behaviour.
Answer: True False

114) Counterproductive behaviour is defined as employee behaviours that unintentionally hinder organizational goal accomplishment.
Answer: True False

115) Substance abuse is a form of political deviance.
Answer: True False

116) Production deviance refers to behaviours that intentionally disadvantage the larger organization rather than other individuals.
Answer: True False

117) Gossiping represents communication that is rude, impolite, discourteous, and lacking in good manners.
Answer: True False

118) Personal aggression is defined as hostile verbal and physical actions directed toward other employees.
Answer: True False

119) Feedback from BARS can help an employee develop and improve over time.
Answer: True False

120) Despite its popularity, 360 degree feedback is not well suited for developing employee talent.
Answer: True False

121) BARS emphasize the results of job performance as much as it does the performance behaviours themselves.
Answer: True False

122) The MBO approach involves collecting performance information not just from the supervisor but from anyone else who might have firsthand knowledge about the employee's performance behaviours.
Answer: True False

123) Very few 360 degree feedback systems ask the employee to provide ratings of his/her own performance.
Answer: True False

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124) Social networking applications for performance evaluation and employee development are expected to grow in popularity.

Answer: True False

ESSAY. Write your answer in the space provided or on a separate sheet of paper.

125) Define job performance and identify and explain its dimensions.

Answer: • Job performance: the value of the set of employee behaviours that contribute, either positively negatively, to organizational goal accomplishment.
• Job performance dimensions are
• Task performance: employee behaviours that are directly involved in the transformation of organizational resources into the goods or services that the organization produces.
• Citizenship behaviour: voluntary employee activities that may or may not be rewarded but tha contribute to the organization by improving the team goal rather than goals that may be more self-serving.
• Counterproductive behaviour: employee behaviours that intentionally hinder organizational g accomplishment.

126) Define task performance and identify and explain its dimensions.

Answer: • Task performance: employee behaviours that are directly involved in the transformation of organizational resources into the goods or services that the organization produces.
• Routine task performance: well-known responses to demands that occur in a normal, routine, otherwise predictable way.
• Adaptive task performance: employee responses to task demands that are unique or unusual, i unpredictable way.
• Creative task performance: employee responses to task demands that are novel, and useful, in unpredictable way.

127) Define job analysis and identify and explain the basic steps involved in completing one.

Answer: • Job analysis: a process used to identify task behaviours.
• Generate a list of all the activities involved in position being analyzed.
• Have subject matter experts rate the listed activities in terms of the frequency and importance activity.
• Retain and use the activities that are rated highly in terms of frequency and importance to defi performance.

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128) Identify the dimensions of citizenship behaviours and identify and explain three examples of each.

Answer: • Interpersonal citizenship behaviour: behaviours that benefit coworkers and colleagues and inv assisting, supporting, and developing other organizational members in a way that goes way bey normal job expectations.
• Helping: assisting coworkers who have heavy workloads, aiding them with personal matters, showing new employees the ropes when they first arrive on the job.
• Courtesy: keeping coworkers informed about matters that are relevant to them.
• Sportsmanship: maintaining a good attitude with coworkers, even when they've done somethi annoying or when the unit is going through tough times.
• Organizational citizenship behaviour: behaviours that benefit the larger organization by suppo defending the company, working to improve its operations, and being especially loyal to it
• Voice: speaking up and offering constructive suggestions for change.
• Civic virtue: participating in the company's operations at a deeper-than-normal level by attend voluntary meetings and functions, reading and keeping up with organizational announcements, keeping abreast of business news that affects the company.
• Boosterism: representing the organization in a positive way when out in public, away from the and away from work.

129) Identify the dimensions of counterproductive behaviour and identify and explain two examples of each.

Answer: • Property deviance: behaviours that harm the organization's assets and possessions.
• Sabotage: purposeful destruction of physical equipment, organizational processes or company products.
• Theft: intentional removal of an organization's tangible, or intangible property.
• Production deviance: reduction of the efficiency of the work output
• Wasting resources: when employees use too many materials or too much time to do too little
• Substance abuse: when employees use drugs or alcohol while on the job or shortly before com work.
• Political deviance: behaviours that intentionally disadvantage other individuals rather than the organization.
• Gossiping: casual conversations about other people in which the facts are not conformed as tr
• Incivility: communication that is rude, impolite, discourteous, and lacking in good manners.
• Personal aggression: hostile verbal and physical actions directed toward other employees.
• Harassment: when employees are subjected to unwanted physical contact or verbal remarks fr colleague.
• Abuse: occurs when an employee is assaulted or endangered in such a way that physical and psychological injuries may occur.

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130) Identify and explain four job performance management techniques.

Answer: • Management by objectives: a management philosophy that bases an employee's evaluations o whether the employee achieves specific performance goals.
• Behaviourally anchored rating scale: (BARS) assess performance by directly assessing job performance behaviours by using critical incidents (short descriptions of effective and ineffecti behaviours) on a measurement instrument that managers can use to evaluate employee perform
• 360 degree feedback: a performance evaluation approach that involves collecting performanc information not just from the supervisor but from anyone else who might have firsthand knowl (subordinates, peers, customers) about the employee's performance behaviours.
• Forced ranking practices: a performance management system in which managers rank subordi relative to one another

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

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51) D
52) D
53) A
54) C
55) B
56) E
57) D
58) C
59) E
60) D
61) A
62) A
63) B
64) D
65) D
66) D
67) E
68) C
69) C
70) C
71) D
72) E
73) E
74) B
75) A
76) D
77) E
78) D
79) A
80) C
81) D
82) A
83) C
84) A
85) A
86) D
87) C
88) E
89) C
90) C
91) B
92) FALSE
93) TRUE
94) TRUE
95) TRUE
96) FALSE
97) FALSE
98) FALSE
99) TRUE
100) TRUE

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101) FALSE
102) TRUE
103) TRUE
104) TRUE
105) TRUE
106) FALSE
107) FALSE
108) TRUE
109) FALSE
110) FALSE
111) TRUE
112) FALSE
113) TRUE
114) FALSE
115) FALSE
116) FALSE
117) FALSE
118) TRUE
119) TRUE
120) FALSE
121) FALSE
122) FALSE
123) FALSE
124) TRUE
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