Organizational Behaviour Improving Performance And Commitment In The Workplace (Canadian) 5th edition Colquitt Test Bank

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Organizational Behaviour 5ce Edition by Colquitt Ch01

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

1) The theories and concepts found in OB are actually drawn from two disciplines: human resources management and strategic management.

- ◎ true
- ◎ false

Question Details
Accessibility : Keyboard Navigation
Learning Objective : 01-01 What is the definition of organizational behaviour (OB)?
Topic : 01-02 Organizational Behaviour Defined
Difficulty : Medium

2) Human resource management focuses on the product choices and industry characteristics that affect an organization's profitability.

- ◎ true
- ◎ false

Question Details
Accessibility : Keyboard Navigation
Learning Objective : 01-01 What is the definition of organizational behaviour (OB)?
Topic : 01-02 Organizational Behaviour Defined
Difficulty : Medium

3) The text presents five individual mechanisms that directly affect individual outcomes: motivation; learning and decision making; job performance; stress; and trust, justice, and ethics.

- ◎ true
- ◎ false

Question Details
Accessibility : Keyboard Navigation
Difficulty : Medium
Learning Objective : 01-02 What are the two primary outcomes in studies of OB?
Topic : 01-04 An Integrative Model of OB

4) Team diversity and communication play an important role in achieving the primary outcomes of job performance and organizational commitment.

- ◎ true
- ◎ false

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Question Details
Accessibility : Keyboard Navigation
Difficulty : Medium
Learning Objective : 01-02 What are the two primary outcomes in studies of OB?
Topic : 01-04 An Integrative Model of OB

5) The integrative model acknowledges that employees work in one or more work teams led by some formal leader.

- ◎ true
- ◎ false

Question Details
Accessibility : Keyboard Navigation
Learning Objective : 01-01 What is the definition of organizational behaviour (OB)?
Difficulty : Medium
Topic : 01-04 An Integrative Model of OB

6) The Hawthorne studies, revealed the importance of group values and norms, leadership, motivation, job satisfaction, and organizational culture.

- ◎ true
- ◎ false

Question Details
Accessibility : Keyboard Navigation
Learning Objective : 01-01 What is the definition of organizational behaviour (OB)?
Difficulty : Medium
Topic : 01-03 The Role of Management Theory

7) Frederick Taylor, the primary architect ofscientificmanagement, was a medical doctor before transitioning his career to business.

- ◎ true
- ◎ false

Question Details
Accessibility : Keyboard Navigation
Learning Objective : 01-01 What is the definition of organizational behaviour (OB)?
Difficulty : Medium
Topic : 01-03 The Role of Management Theory

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8) Group mechanisms shape satisfaction, stress, motivation, trust, and learning.

- ◎ true
- ◎ false

Question Details
Accessibility : Keyboard Navigation
Difficulty : Medium
Learning Objective : 01-02 What are the two primary outcomes in studies of OB?
Topic : 01-04 An Integrative Model of OB

9) Personality and cultural values are two factors that reflect the characteristics of individual employees.

- ◎ true
- ◎ false

Question Details
Accessibility : Keyboard Navigation
Difficulty : Medium
Learning Objective : 01-02 What are the two primary outcomes in studies of OB?
Topic : 01-04 An Integrative Model of OB

10) Personality, cultural values, and ability reflect the various traits and tendencies that describe how people act.

- ◎ true
- ◎ false

Question Details
Accessibility : Keyboard Navigation
Difficulty : Medium
Learning Objective : 01-02 What are the two primary outcomes in studies of OB?
Topic : 01-04 An Integrative Model of OB

11) The resource-based view suggests that a resource is more valuable when it can be imitated.

- ◎ true
- ◎ false

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Question Details
Accessibility : Keyboard Navigation
Difficulty : Easy
Learning Objective : 01-03 What factors affect the two primary OB outcomes?
Topic : 01-06 Building a Conceptual Argument

12) People create history—a collective pool of experience, wisdom, and knowledge that benefits the organization.

- ◎ true
- ◎ false

Question Details
Accessibility : Keyboard Navigation
Difficulty : Easy
Learning Objective : 01-03 What factors affect the two primary OB outcomes?
Topic : 01-06 Building a Conceptual Argument

13) Resources like culture, teamwork, trust, and reputation are termed "socially complex" because it is not always clear which organizations do (and do not) possess them, though it is clear how they came to develop.

- ◎ true
- ◎ false

Question Details
Accessibility : Keyboard Navigation
Difficulty : Easy
Learning Objective : 01-03 What factors affect the two primary OB outcomes?
Topic : 01-06 Building a Conceptual Argument

14) Big decisions can be copied; they are visible to competitors and observable by industry experts and analysts.

- ◎ true
- ◎ false

Organizational Behaviour Improving Performance And Commitment In The Workplace (Canadian) 5th edition Colquitt Test Ba

Question Details
Accessibility : Keyboard Navigation
Difficulty : Medium
Learning Objective : 01-03 What factors affect the two primary OB outcomes?
Topic : 01-06 Building a Conceptual Argument

15) Since good people create history and socially complex resources, they are easy to imitate.

- ◎ true
- ◎ false

Question Details
Accessibility : Keyboard Navigation
Difficulty : Medium
Learning Objective : 01-03 What factors affect the two primary OB outcomes?
Topic : 01-06 Building a Conceptual Argument

16) The rule of one-eighth suggests that about 88 percent of the companies will actually do what is required to build profits by putting people first.

- ◎ true
- ◎ false

Question Details
Accessibility : Keyboard Navigation
Difficulty : Medium
Learning Objective : 01-04 Why might firms that are good at OB tend to be more profitable?
Topic : 01-08 How Do We "Know" What We Know About Organizational Behaviour?

17) Firms that invest in organizational behaviour typically have higher survival rates.

- ◎ true
- ◎ false

Question Details
Accessibility : Keyboard Navigation
Difficulty : Medium
Learning Objective : 01-04 Why might firms that are good at OB tend to be more profitable?
Topic : 01-08 How Do We "Know" What We Know About Organizational Behaviour?

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18) According to research conducted using the prospectus of IPO companies, firms who valued OB had a 19 percent higher survival rate than firms who did not value OB.

- ◎ true
- ◎ false

Question Details
Accessibility : Keyboard Navigation
Difficulty : Hard
Learning Objective : 01-04 Why might firms that are good at OB tend to be more profitable?
Topic : 01-08 How Do We "Know" What We Know About Organizational Behaviour?

19) Firms that do not undergo an IPO typically have shorter histories and need an infusion of cash to grow or introduce some new technology.

- ◎ true
- ◎ false

Question Details
Accessibility : Keyboard Navigation
Difficulty : Medium
Learning Objective : 01-04 Why might firms that are good at OB tend to be more profitable?
Topic : 01-08 How Do We "Know" What We Know About Organizational Behaviour?

20) The was designed with the rule of one-eighth in mind.

- ◎ true
- ◎ false

Question Details
Accessibility : Keyboard Navigation
Difficulty : Medium
Learning Objective : 01-04 Why might firms that are good at OB tend to be more profitable?
Topic : 01-08 How Do We "Know" What We Know About Organizational Behaviour?

21) It is often easy to "fix" companies that struggle with OB issues.

- ◎ true
- ◎ false

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Question Details
Accessibility : Keyboard Navigation
Difficulty : Medium
Learning Objective : 01-04 Why might firms that are good at OB tend to be more profitable?
Topic : 01-08 How Do We "Know" What We Know About Organizational Behaviour?

22) If people hold firmly to some belief because it seems obvious or self-evident, they are using their intuition.

- ◎ true
- ◎ false

Question Details
Accessibility : Keyboard Navigation
Difficulty : Easy
Learning Objective : 01-05 What is the role of theory in the scientific method?
Topic : 01-08 How Do We "Know" What We Know About Organizational Behaviour?

23) Scientific methods begin with hypotheses and require that these be used to inspire theories.

- ◎ true
- ◎ false

Question Details
Accessibility : Keyboard Navigation
Difficulty : Easy
Learning Objective : 01-05 What is the role of theory in the scientific method?
Topic : 01-08 How Do We "Know" What We Know About Organizational Behaviour?

24) If people hold firmly to some belief because scientific studies have tended to replicate results using a series of samples, settings, and methods, then they are using their intuition.

- ◎ true
- ◎ false

Question Details
Accessibility : Keyboard Navigation
Difficulty : Easy
Learning Objective : 01-05 What is the role of theory in the scientific method?
Topic : 01-08 How Do We "Know" What We Know About Organizational Behaviour?

Organizational Behaviour Improving Performance And Commitment In The Workplace (Canadian) 5th edition Colquitt Test Ba

25) Hypotheses take all the correlations found in studies of a particular relationship and calculate a weighted average.

- ◎ true
- ◎ false

Question Details
Accessibility : Keyboard Navigation
Difficulty : Easy
Learning Objective : 01-05 What is the role of theory in the scientific method?
Topic : 01-08 How Do We "Know" What We Know About Organizational Behaviour?

26) The best way to get a feel for the correlation between two variables is to look at a scatterplot—a graph made from those two columns of numbers.

- ◎ true
- ◎ false

Question Details
Accessibility : Keyboard Navigation
Difficulty : Medium
Topic : 01-08 How Do We "Know" What We Know About Organizational Behaviour?
Learning Objective : 01-06 How are correlations interpreted?

27) Correlation does not imply causation.

- ◎ true
- ◎ false

Question Details
Accessibility : Keyboard Navigation
Difficulty : Medium
Topic : 01-08 How Do We "Know" What We Know About Organizational Behaviour?
Learning Objective : 01-06 How are correlations interpreted?

28) Understanding correlation is important because OB questions are not "yes or no" in nature.

- ◎ true
- ◎ false

Organizational Behaviour Improving Performance And Commitment In The Workplace (Canadian) 5th edition Colquitt Test Ba

Question Details
Accessibility : Keyboard Navigation
Difficulty : Medium
Topic : 01-08 How Do We "Know" What We Know About Organizational Behaviour?
Learning Objective : 01-06 How are correlations interpreted?

29) Meta-analysis offers more compelling support for the potential benefits of social recognition than the methods of experience, intuition, or authority could have provided.

◎ true
◎ false

Question Details
Accessibility : Keyboard Navigation
Difficulty : Medium
Topic : 01-08 How Do We "Know" What We Know About Organizational Behaviour?
Learning Objective : 01-06 How are correlations interpreted?

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

30) _____ is a field of study devoted to understanding, explaining, and ultimately improving the attitudes and behaviours of individuals and groups in organizations.

A) Sociology
B) Organizational behaviour
C) Strategic management
D) Social psychology
E) Economics

Question Details
Accessibility : Keyboard Navigation
Learning Objective : 01-01 What is the definition of organizational behaviour (OB)?
Topic : 01-02 Organizational Behaviour Defined
Difficulty : Easy

31) Which of the following disciplines takes the theories and principles studied in OB and explores the "nuts-and-bolts" applications of those principles within organizations?

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A) Human resource management
B) Economics
C) Social psychology
D) Sociology
E) Strategic management

Question Details
Accessibility : Keyboard Navigation
Learning Objective : 01-01 What is the definition of organizational behaviour (OB)?
Topic : 01-02 Organizational Behaviour Defined
Difficulty : Easy

32) An OB study might explore the relationship between pay and motivation, whereas a(n) _____ study might examine the best way to structure compensation programs and employee learning programs.

A) strategic management
B) anthropology
C) organizational development
D) economics
E) human resource management

Question Details
Accessibility : Keyboard Navigation
Learning Objective : 01-01 What is the definition of organizational behaviour (OB)?
Topic : 01-02 Organizational Behaviour Defined
Difficulty : Medium

33) Which discipline focuses on the product choices and industry characteristics that affect the organization's profitability?

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A) Organizational behaviour
B) Economics
C) Social psychology
D) Strategic management
E) Human resource management

Question Details
Accessibility : Keyboard Navigation
Learning Objective : 01-01 What is the definition of organizational behaviour (OB)?
Topic : 01-02 Organizational Behaviour Defined
Difficulty : Medium

34) Which of the following might examine the relationship between firm diversification (when a firm expands into a new product segment) and firm profitability?

A) Operations management
B) Human resource management
C) Strategic management
D) Perspective management
E) Merchandise management

Question Details
Accessibility : Keyboard Navigation
Learning Objective : 01-01 What is the definition of organizational behaviour (OB)?
Topic : 01-02 Organizational Behaviour Defined
Difficulty : Hard

35) Canada Drinks International is a soft drink manufacturer in the carbonated soda industry. The firm is commissioning a study to explore how the company's expansion into the new product segment of tropical fruit flavoured soda would affect its profitability. Such a study is addressed in which of these areas?

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A) Industrial and organizational psychology
B) Human resource management
C) Strategic management
D) Social psychology
E) Organizational behaviour

Question Details
Accessibility : Keyboard Navigation
Learning Objective : 01-01 What is the definition of organizational behaviour (OB)?
Topic : 01-02 Organizational Behaviour Defined
Difficulty : Hard

36) OB research on job performance and individual characteristics draws primarily from studies in:

A) industrial and organizational psychology.
B) economics.
C) strategic management.
D) sociology.
E) marketing.

Question Details
Accessibility : Keyboard Navigation
Learning Objective : 01-01 What is the definition of organizational behaviour (OB)?
Topic : 01-02 Organizational Behaviour Defined
Difficulty : Hard

37) Research on satisfaction, emotions, and team processes found in OB draws heavily from studies in:

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A) sociology.
B) economics.
C) strategic management.
D) social psychology.
E) marketing.

Question Details
Accessibility : Keyboard Navigation
Learning Objective : 01-01 What is the definition of organizational behaviour (OB)?
Topic : 01-02 Organizational Behaviour Defined
Difficulty : Hard

38) Models from _____ are used to understand motivation, learning, and decision making in OB.

A) marketing
B) economics
C) sociology
D) strategic management
E) anthropology

Question Details
Accessibility : Keyboard Navigation
Learning Objective : 01-01 What is the definition of organizational behaviour (OB)?
Topic : 01-02 Organizational Behaviour Defined
Difficulty : Hard

39) Who is considered the primary architect of scientific management?

A) Jeffery Pfeffer
B) Frederick Taylor
C) Charles Darwin
D) Francis Bacon
E) Robert Hogan

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Question Details
Accessibility : Keyboard Navigation
Learning Objective : 01-01 What is the definition of organizational behaviour (OB)?
Difficulty : Easy
Topic : 01-03 The Role of Management Theory

40) Frederick Taylor and his colleagues were interested in:

A) how to minimize production costs
B) how to optimize performance of any task
C) how to condition workers to work long hours
D) how to teach endurance to factory workers
E) how working conditions impact scientific research

Question Details
Accessibility : Keyboard Navigation
Learning Objective : 01-01 What is the definition of organizational behaviour (OB)?
Difficulty : Medium
Topic : 01-03 The Role of Management Theory

41) Max Weber contributed to which management approach?

A) Contemporary
B) Classical
C) Traditional
D) Structural
E) Hierarchical

Question Details
Accessibility : Keyboard Navigation
Learning Objective : 01-01 What is the definition of organizational behaviour (OB)?
Difficulty : Medium
Topic : 01-03 The Role of Management Theory

42) Max Weber is most often associated with the term:

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A) Efficiency
B) Effectiveness
C) Specialization
D) Diversification
E) Bureaucracy

Question Details
Accessibility : Keyboard Navigation
Learning Objective : 01-01 What is the definition of organizational behaviour (OB)?
Difficulty : Medium
Topic : 01-03 The Role of Management Theory

43) All of the following are considered characteristics of bureaucracy, except?

A) The division of labour with a high level of technical specialization.
B) A system of formal rules and procedures that ensured consistency, impartiality, and impersonality throughout the organization.
C) Bottom-up decision-making.
D) A horizontal chain of command.
E) A hierarchical chain of command.

Question Details
Accessibility : Keyboard Navigation
Learning Objective : 01-01 What is the definition of organizational behaviour (OB)?
Difficulty : Hard
Topic : 01-03 The Role of Management Theory

44) The classical approaches to management stressed the importance of:

A) Informal organizations
B) The psychological attributes of workers
C) Employees needs and desires
D) The formal organization and its functioning
E) Social and group behaviour

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Question Details
Accessibility : Keyboard Navigation
Learning Objective : 01-01 What is the definition of organizational behaviour (OB)?
Difficulty : Medium
Topic : 01-03 The Role of Management Theory

45) In contrast to the classical approach to management, the human relations movement emerged as management scholars began to understand:

A) hierarchical reporting structures.
B) informal communication networks including the grapevine.
C) psychological attributes of individual workers.
D) the structure of the informal organization.
E) the structure of the formal organization.

Question Details
Accessibility : Keyboard Navigation
Learning Objective : 01-01 What is the definition of organizational behaviour (OB)?
Difficulty : Hard
Topic : 01-03 The Role of Management Theory

46) OB can be contrasted with two other courses commonly offered in management departments: _____ and strategic management.

A) project management
B) business management
C) human resource management
D) operations management
E) financial management

Question Details
Accessibility : Keyboard Navigation
Learning Objective : 01-01 What is the definition of organizational behaviour (OB)?
Topic : 01-02 Organizational Behaviour Defined
Difficulty : Medium

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47) _____ research is vital to research on team characteristics and organizational structure.

A) Social psychology
B) Industrial and organizational psychology
C) Anthropology
D) Economics
E) Sociology

Question Details
Accessibility : Keyboard Navigation
Learning Objective : 01-01 What is the definition of organizational behaviour (OB)?
Topic : 01-02 Organizational Behaviour Defined
Difficulty : Hard

48) _____ research helps inform the study of organizational culture.

A) Social psychology
B) Industrial and organizational psychology
C) Anthropology
D) Sociology
E) Economics

Question Details
Accessibility : Keyboard Navigation
Learning Objective : 01-01 What is the definition of organizational behaviour (OB)?
Topic : 01-02 Organizational Behaviour Defined
Difficulty : Hard

49) The primary outcomes of interest to organizational behaviour researchers are:

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A) job performance and organizational commitment
B) organizational culture and organizational structure
C) team processes and team characteristics
D) personality and ability
E) stress and motivation

Question Details
Accessibility : Keyboard Navigation
Difficulty : Medium
Learning Objective : 01-02 What are the two primary outcomes in studies of OB?
Topic : 01-04 An Integrative Model of OB

50) According to the integrative model of organizational behaviour, which of the following is an *individual* outcome?

A) Job satisfaction
B) Ability
C) Personality
D) Organizational commitment
E) Motivation

Question Details
Accessibility : Keyboard Navigation
Difficulty : Medium
Learning Objective : 01-02 What are the two primary outcomes in studies of OB?
Topic : 01-04 An Integrative Model of OB

51) According to the integrative model of organizational behaviour, the two organizational-level variables that impact individual-level attitudes and behaviours are:

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A) job performance and organizational commitment
B) organizational culture and organizational structure
C) team processes and team characteristics
D) personality and ability
E) stress and motivation

Question Details
Accessibility : Keyboard Navigation
Difficulty : Medium
Learning Objective : 01-02 What are the two primary outcomes in studies of OB?
Topic : 01-04 An Integrative Model of OB

52) According to the integrative model of organizational behaviour, the two types of group-level variables that impact individual-level attitudes and behaviours are:

A) job performance and organizational commitment
B) learning and decision making
C) leadership styles and team characteristics
D) personality and ability
E) stress and motivation

Question Details
Accessibility : Keyboard Navigation
Difficulty : Hard
Learning Objective : 01-02 What are the two primary outcomes in studies of OB?
Topic : 01-04 An Integrative Model of OB

53) According to the integrative model of organizational behaviour, two of the individual characteristics that impact individual attitudes and behaviours include:

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A) job performance and organizational commitment
B) organizational culture and organizational structure
C) team processes and team characteristics
D) personality and ability
E) stress and motivation

Question Details
Accessibility : Keyboard Navigation
Difficulty : Medium
Topic : 01-04 An Integrative Model of OB
Learning Objective : 01-03 What factors affect the two primary OB outcomes?

54) The integrative model of organizational behaviour includes a number of individual mechanisms that directly impact job performance and organizational commitment. Those mechanisms include:

A) leader styles and behaviour
B) organizational culture and organizational structure
C) team processes and team characteristics
D) personality and ability
E) stress and motivation

Question Details
Accessibility : Keyboard Navigation
Difficulty : Medium
Topic : 01-04 An Integrative Model of OB
Learning Objective : 01-03 What factors affect the two primary OB outcomes?

55) All of the following are individual mechanisms as reflected in the integrative model of organizational behaviour, except?

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A) Stress
B) Motivation
C) Job satisfaction
D) Learning
E) Job performance

Question Details
Accessibility : Keyboard Navigation
Difficulty : Medium
Topic : 01-04 An Integrative Model of OB
Learning Objective : 01-03 What factors affect the two primary OB outcomes?

56) What Sameer feels when thinking about his job and doing his day-to-day work is captured in his:

A) ability
B) job satisfaction
C) personality
D) organizational culture
E) leadership style

Question Details
Accessibility : Keyboard Navigation
Difficulty : Medium
Topic : 01-04 An Integrative Model of OB
Learning Objective : 01-03 What factors affect the two primary OB outcomes?

57) Which of the following individual mechanisms reflect an employee's psychological responses to job demands that challenge or exceed their capacities?

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A) Job satisfaction
B) Ability
C) Job performance
D) Leadership style
E) Stress

Question Details
Accessibility : Keyboard Navigation
Difficulty : Medium
Topic : 01-04 An Integrative Model of OB
Learning Objective : 01-03 What factors affect the two primary OB outcomes?

58) Which of the following individual mechanisms captures the energetic forces that drive employees' work efforts?

A) Motivation
B) Ability
C) Job performance
D) Personality
E) Stress

Question Details
Accessibility : Keyboard Navigation
Difficulty : Medium
Topic : 01-04 An Integrative Model of OB
Learning Objective : 01-03 What factors affect the two primary OB outcomes?

59) Personal attributes such as _____ influence how we behave at work and the kinds of tasks that interest us.

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A) leadership, stress, and job performance
B) stress, cultural values, and job performance
C) job performance, organizational structure, and ability
D) personality, cultural values, and ability
E) organizational structure, cultural values, and ability

Question Details
Accessibility : Keyboard Navigation
Difficulty : Medium
Topic : 01-04 An Integrative Model of OB
Learning Objective : 01-03 What factors affect the two primary OB outcomes?

60) Which of these mechanisms dictates how the units within the firm link to other units?

A) Organizational culture
B) Organizational ability
C) Job performance
D) Organizational structure
E) Organizational leadership

Question Details
Accessibility : Keyboard Navigation
Difficulty : Medium
Topic : 01-04 An Integrative Model of OB
Learning Objective : 01-03 What factors affect the two primary OB outcomes?

61) Which of the following mechanisms captures shared knowledge about the rules, norms, and values that shape employee attitudes and behaviours?

A) Organizational structure
B) Organizational ability
C) Organizational culture
D) Job performance
E) Organizational leadership

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Question Details
Accessibility : Keyboard Navigation
Difficulty : Medium
Topic : 01-04 An Integrative Model of OB
Learning Objective : 01-03 What factors affect the two primary OB outcomes?

62) According to the integrative model of organizational behaviour, trust, justice, and ethics are:

A) individual mechanisms.
B) organizational mechanisms.
C) group mechanisms.
D) individual outcomes.
E) group outcomes.

Question Details
Accessibility : Keyboard Navigation
Difficulty : Medium
Topic : 01-04 An Integrative Model of OB
Learning Objective : 01-03 What factors affect the two primary OB outcomes?

63) Which of the following reflects the degree to which employees feel that their company does business with fairness, honesty, and integrity?

A) Job satisfaction
B) Trust, justice, and ethics
C) Team processes
D) Personality and ability
E) Motivation

Question Details
Accessibility : Keyboard Navigation
Difficulty : Medium
Topic : 01-04 An Integrative Model of OB
Learning Objective : 01-03 What factors affect the two primary OB outcomes?

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64) Which of the following deals with how employees gain job knowledge and how they use that knowledge to make accurate judgments on the job?

A) Team processes
B) Trust, justice, and ethics
C) Learning and decision making
D) Personality and ability
E) Motivation

Question Details
Accessibility : Keyboard Navigation
Difficulty : Easy
Topic : 01-04 An Integrative Model of OB
Learning Objective : 01-03 What factors affect the two primary OB outcomes?

65) Which of the following affects the way people behave at work, the kinds of tasks they are interested in, and how they react to events that happen on the job?

A) Ability
B) Trust, justice, and ethics
C) Learning and decision making
D) Team characteristics
E) Personality and cultural values

Question Details
Accessibility : Keyboard Navigation
Difficulty : Medium
Topic : 01-04 An Integrative Model of OB
Learning Objective : 01-03 What factors affect the two primary OB outcomes?

66) Which of the following describes the cognitive abilities, emotional skills, and physical abilities that employees bring to a job?

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A) Ability
B) Personality and cultural values
C) Trust, justice, and ethics
D) Learning and decision making
E) Team characteristics

Question Details
Accessibility : Keyboard Navigation
Difficulty : Medium
Topic : 01-04 An Integrative Model of OB
Learning Objective : 01-03 What factors affect the two primary OB outcomes?

67) Which of the following influences the kinds of tasks an employee is good at and those with which an employee may struggle?

A) Personality
B) Ability
C) Trust, justice, and ethics
D) Learning and decision making
E) Cultural values

Question Details
Accessibility : Keyboard Navigation
Difficulty : Medium
Topic : 01-04 An Integrative Model of OB
Learning Objective : 01-03 What factors affect the two primary OB outcomes?

68) A resource is more valuable if it is:

A) rare
B) imitable
C) transparent
D) simple
E) common

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Question Details
Accessibility : Keyboard Navigation
Difficulty : Medium
Learning Objective : 01-03 What factors affect the two primary OB outcomes?
Topic : 01-05 Does Organizational Behaviour Matter?

69) Which characteristic of diamonds makes them valuable?

A) They are desirable
B) They are rare
C) They are unique
D) They come in various colours
E) They are imported

Question Details
Accessibility : Keyboard Navigation
Difficulty : Easy
Learning Objective : 01-03 What factors affect the two primary OB outcomes?
Topic : 01-05 Does Organizational Behaviour Matter?

70) People are inimitable for all of the following reasons, except?

A) They create a history.
B) They purchase new technology.
C) They make numerous small decisions.
D) They create socially complex resources.
E) Unfortunately, people are not inimitable.

Question Details
Accessibility : Keyboard Navigation
Difficulty : Medium
Learning Objective : 01-03 What factors affect the two primary OB outcomes?
Topic : 01-05 Does Organizational Behaviour Matter?

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71) The perceived "coolness" of many of Apple's latest devices, causing customers to stand in line all night to get their hands on one demonstrates the importance of:

A) The rule of one-eighth
B) Resource-based decisions
C) Socially complex resources
D) Resource guarding
E) Inimitable resources

Question Details
Accessibility : Keyboard Navigation
Difficulty : Easy
Learning Objective : 01-03 What factors affect the two primary OB outcomes?
Topic : 01-06 Building a Conceptual Argument

72) Which of the following summarizes the qualities that teams possess, such as their norms, their roles, and the way members depend on one another?

A) Team processes
B) Team innovation
C) Team characteristics
D) Team problem solving
E) Team responsibilities

Question Details
Accessibility : Keyboard Navigation
Difficulty : Medium
Topic : 01-04 An Integrative Model of OB
Learning Objective : 01-03 What factors affect the two primary OB outcomes?

73) Which of the following captures the specific actions that leaders take to influence others at work?

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A) Leadership styles and behaviours
B) Team processes
C) Team characteristics
D) Team responsibilities
E) Leader power and influence

Question Details
Accessibility : Keyboard Navigation
Difficulty : Medium
Topic : 01-04 An Integrative Model of OB
Learning Objective : 01-03 What factors affect the two primary OB outcomes?

74) Which of the following mechanism captures "the way things are" in an organization?

A) Organizational structure
B) Organizational ability
C) Organizational leadership
D) Job performance
E) Organizational culture

Question Details
Accessibility : Keyboard Navigation
Difficulty : Medium
Learning Objective : 01-03 What factors affect the two primary OB outcomes?
Topic : 01-06 Building a Conceptual Argument

75) All of the following statements about the resource-based view of organizations are accurate, except?

A) It describes what exactly makes resources valuable.
B) It describes what makes resources capable of creating long-term profits for the firm.
C) A firm's resources include financial and physical resources.
D) A firm's resources include resources related to organizational behaviour.
E) It suggests that the value of resources depend on a single factor.

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Question Details
Accessibility : Keyboard Navigation
Difficulty : Medium
Learning Objective : 01-03 What factors affect the two primary OB outcomes?
Topic : 01-06 Building a Conceptual Argument

76) According to resource-based view, a resource is more valuable when it is rare and:

A) regular
B) simple
C) inimitable
D) transparent
E) common

Question Details
Accessibility : Keyboard Navigation
Difficulty : Medium
Learning Objective : 01-03 What factors affect the two primary OB outcomes?
Topic : 01-06 Building a Conceptual Argument

77) Which concept captures the idea that people make many small decisions day in and day out, week in and week out?

A) Numerous small decisions
B) Resource-based view
C) Meta-analysis
D) Rule of one-eighth
E) Socially complex resources

Question Details
Accessibility : Keyboard Navigation
Difficulty : Medium
Learning Objective : 01-03 What factors affect the two primary OB outcomes?
Topic : 01-06 Building a Conceptual Argument

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78) In exploring the importance of OB to company performance, the survey of executives of 968 publicly held firms included of all of these outcomes, except?

A) Turnover
B) Productivity
C) Firm survival
D) Profitability
E) Market value

Question Details
Accessibility : Keyboard Navigation
Difficulty : Hard
Learning Objective : 01-04 Why might firms that are good at OB tend to be more profitable?
Topic : 01-07 Research Evidence

79) People also create things like culture, teamwork, trust, and reputation, which are termed:

A) imitable resources
B) socially complex resources
C) rare, complex resources
D) illegitimate resources
E) immeasurable resources

Question Details
Accessibility : Keyboard Navigation
Difficulty : Easy
Learning Objective : 01-03 What factors affect the two primary OB outcomes?
Topic : 01-06 Building a Conceptual Argument

80) According to the study focused on initial public offerings, firms who valued OB had a _____ percent higher survival rate than firms who did not value OB.

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A) 71
B) 19
C) 47
D) 50
E) 3

Question Details
Accessibility : Keyboard Navigation
Difficulty : Hard
Learning Objective : 01-04 Why might firms that are good at OB tend to be more profitable?
Topic : 01-07 Research Evidence

81) According to the rule of one-eighth:

A) At least 88 percent of organizations will do everything necessary to put people first and thereby build profits.
B) At best, 12 percent of organizations will actually do what is required to build profits by putting people first.
C) 75 percent of organizations won't believe the connection between how they manage their people and the profits they earn.
D) 38 percent of the organizations try to make a single change to solve their problems.
E) One in eight organizations miserably fail at making the people to profit connection.

Question Details
Accessibility : Keyboard Navigation
Difficulty : Hard
Learning Objective : 01-04 Why might firms that are good at OB tend to be more profitable?
Topic : 01-07 Research Evidence

82) All of the following are among Canada's Most Admired Corporate Cultures, except:

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A) Maple Leaf Foods
B) Royal Bank of Canada
C) Four Seasons Hotels and Resorts
D) WestJet Airlines
E) Rogers Telecommunications

Question Details
Accessibility : Keyboard Navigation
Difficulty : Hard
Learning Objective : 01-04 Why might firms that are good at OB tend to be more profitable?
Topic : 01-07 Research Evidence

83) Scientific studies are based on the scientific method originated by:

A) Sir Jeffery Pfeffer
B) Frederick Taylor
C) Charles Darwin
D) Sir Francis Bacon
E) Robert Hogan

Question Details
Accessibility : Keyboard Navigation
Difficulty : Medium
Learning Objective : 01-05 What is the role of theory in the scientific method?
Topic : 01-08 How Do We "Know" What We Know About Organizational Behaviour?

84) Which of the following terms describes a collection of assertions that specify how and why variables are related, as well as the conditions in which they should (and should not) be related?

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A) Hypothesis
B) Verification
C) Theory
D) Data
E) Construct

Question Details
Accessibility : Keyboard Navigation
Difficulty : Easy
Learning Objective : 01-05 What is the role of theory in the scientific method?
Topic : 01-08 How Do We "Know" What We Know About Organizational Behaviour?

85) _____ are written predictions that specify relations between variables.

A) Hypotheses
B) Verifications
C) Theories
D) Data
E) Construct

Question Details
Accessibility : Keyboard Navigation
Difficulty : Easy
Learning Objective : 01-05 What is the role of theory in the scientific method?
Topic : 01-08 How Do We "Know" What We Know About Organizational Behaviour?

86) _____ summarize the statistical relationships between variables.

A) Data
B) Correlations
C) Observations
D) Collections
E) Methods of knowing

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Question Details
Accessibility : Keyboard Navigation
Difficulty : Medium
Topic : 01-08 How Do We "Know" What We Know About Organizational Behaviour?
Learning Objective : 01-06 How are correlations interpreted?

87) Which of the following abbreviations represent the correlation?

A) *c*
B) *x*
C) *r*
D) *h*
E) *d*

Question Details
Accessibility : Keyboard Navigation
Difficulty : Hard
Topic : 01-08 How Do We "Know" What We Know About Organizational Behaviour?
Learning Objective : 01-06 How are correlations interpreted?

88) Correlations can be positive or negative and can range from:

A) -1 to +1
B) -5 to +0.5
C) -1 to +10
D) 1 to 1
E) 0 to 1

Question Details
Accessibility : Keyboard Navigation
Difficulty : Medium
Topic : 01-08 How Do We "Know" What We Know About Organizational Behaviour?
Learning Objective : 01-06 How are correlations interpreted?

89) In organizational behaviour research, a correlation of .50 is considered:

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A) weak
B) strong
C) moderate
D) useless
E) perfect

Question Details
Accessibility : Keyboard Navigation
Difficulty : Hard
Topic : 01-08 How Do We "Know" What We Know About Organizational Behaviour?
Learning Objective : 01-06 How are correlations interpreted?

90) In organizational behaviour research, a correlation of .30 is considered:

A) weak
B) strong
C) moderate
D) useless
E) perfect

Question Details
Accessibility : Keyboard Navigation
Difficulty : Hard
Topic : 01-08 How Do We "Know" What We Know About Organizational Behaviour?
Learning Objective : 01-06 How are correlations interpreted?

91) In organizational behaviour research, a correlation of .10 is considered:

A) weak
B) strong
C) moderate
D) useless
E) perfect

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Question Details
Accessibility : Keyboard Navigation
Difficulty : Hard
Topic : 01-08 How Do We "Know" What We Know About Organizational Behaviour?
Learning Objective : 01-06 How are correlations interpreted?

92) In organizational behaviour research, a correlation of +1 is considered:

A) weak
B) unimpressive
C) moderate
D) useless
E) perfect

Question Details
Accessibility : Keyboard Navigation
Difficulty : Hard
Topic : 01-08 How Do We "Know" What We Know About Organizational Behaviour?
Learning Objective : 01-06 How are correlations interpreted?

93) Which of the following terms describes a method that brings together all the correlations found in studies of a particular relationship and calculates a weighted average of them?

A) Human resource management
B) Resource-based view
C) Meta-analysis
D) Strategic management
E) Method of intuition

Question Details
Accessibility : Keyboard Navigation
Difficulty : Medium
Topic : 01-08 How Do We "Know" What We Know About Organizational Behaviour?
Learning Objective : 01-06 How are correlations interpreted?

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94) A meta-analysis conducted on the effects of social recognition and job performance across studies conducted in 96 different organizations in the service industry indicates an average correlation of:

A) 0.66
B) 0.5
C) 0.35
D) 0.21
E) 0.03

Question Details
Accessibility : Keyboard Navigation
Difficulty : Hard
Topic : 01-08 How Do We "Know" What We Know About Organizational Behaviour?
Learning Objective : 01-06 How are correlations interpreted?

SHORT ANSWER. Write the word or phrase that best completes each statement or answers the question.

95) Define organizational behaviour and describe how it differs from human resource management?

Question Details
Accessibility : Keyboard Navigation
Learning Objective : 01-01 What is the definition of organizational behaviour (OB)?
Topic : 01-02 Organizational Behaviour Defined
Difficulty : Easy

96) Illustrate the integrative model of organizational behaviour using a diagram.

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Question Details
Accessibility : Keyboard Navigation
Learning Objective : 01-01 What is the definition of organizational behaviour (OB)?
Difficulty : Medium
Topic : 01-04 An Integrative Model of OB

97) Identify the key individual outcomes in the studies of organizational behaviour and describe the factors that affect these key outcomes.

Question Details
Accessibility : Keyboard Navigation
Difficulty : Medium
Learning Objective : 01-02 What are the two primary outcomes in studies of OB?
Topic : 01-04 An Integrative Model of OB

98) Using the resource-based view of the organization, explain how *people* are a valuable resource. Provide an example to justify your position.

Question Details
Accessibility : Keyboard Navigation
Difficulty : Medium
Topic : 01-04 An Integrative Model of OB
Learning Objective : 01-03 What factors affect the two primary OB outcomes?

99) Describe the four different ways of knowing things.

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Question Details
Accessibility : Keyboard Navigation
Difficulty : Medium
Learning Objective : 01-04 Why might firms that are good at OB tend to be more profitable?
Topic : 01-08 How Do We "Know" What We Know About Organizational Behaviour?

100) Scientific studies are based on the scientific method originated by Sir Francis Bacon in the 1600s. Outline the four components of The Scientific Method and describe the role of each of its components.

Question Details
Accessibility : Keyboard Navigation
Difficulty : Medium
Learning Objective : 01-05 What is the role of theory in the scientific method?
Topic : 01-08 How Do We "Know" What We Know About Organizational Behaviour?

101) Explain the difference between correlation and causal inference.

Question Details
Accessibility : Keyboard Navigation
Difficulty : Hard
Topic : 01-08 How Do We "Know" What We Know About Organizational Behaviour?
Learning Objective : 01-06 How are correlations interpreted?

SECTION BREAK. Answer all the part questions.
102) As a student, you have been attending the local university majoring in business. You have signed up for this course on organizational behaviour. You are also working as an assistant manager at a local restaurant where Ben Barrack is the manager. When Ben finds that you are enrolled in an OB course, he laughs and says OB is common sense, you don't need a course on it and that if you take strategic management, it gives you the same information. Ben comments that the only thing he needs to worry about is the job performance of his employees. Having just studied this chapter, respond to the following questions and Ben's comments and beliefs.

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Question Details

102.1) Which of the following two concepts represent relational mechanisms that have a direct impact on job performance?

A) Stress and motivation
B) Personality and ability
C) Organizational structure
D) Leadership styles and behaviours
E) Organizational culture and organizational structure

Question Details
Accessibility : Keyboard Navigation
Difficulty : Medium
Topic : 01-04 An Integrative Model of OB
Learning Objective : 01-03 What factors affect the two primary OB outcomes?

102.2) Which of the following two concepts represent individual mechanisms that have a direct impact on job performance?

A) Team characteristics and processes
B) Power, influence, and negotiation
C) Organizational structure
D) Organizational culture and change
E) Learning and decision making

Question Details
Accessibility : Keyboard Navigation
Difficulty : Medium
Topic : 01-04 An Integrative Model of OB
Learning Objective : 01-03 What factors affect the two primary OB outcomes?

102.3) Which of the following two concepts represent organizational mechanisms that have a direct impact on job performance?

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A) Team characteristics and processes
B) Power, influence, and negotiation
C) Organizational culture and change
D) Leadership styles and behaviours
E) Learning and decision making

Question Details
Accessibility : Keyboard Navigation
Difficulty : Medium
Topic : 01-04 An Integrative Model of OB
Learning Objective : 01-03 What factors affect the two primary OB outcomes?

103) You have just been hired as an assistant to a leading partner at "Consultants-R-Us" International. The firm specializes in employee personality. A recent client made this comment to your boss: "Because people come and go in an organization, financial resources are the only resources that matter." Your boss gives you the assignment to show the client how and why people matter in an organization.

Question Details

103.1) Consultants-R-Us specializes in employee personality. The firm is specializing in:

A) an individual outcome
B) an organizational mechanism
C) a group mechanism
D) an individual characteristic
E) group characteristics

Question Details
Accessibility : Keyboard Navigation
Difficulty : Easy
Topic : 01-04 An Integrative Model of OB
Learning Objective : 01-03 What factors affect the two primary OB outcomes?

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103.2) Using the _____, you should be able to show the client that people are rare and inimitable.

A) method of intuition
B) resource-based view of the organization
C) method of authority
D) rule of one-eighth
E) cost-based approach

Question Details
Accessibility : Keyboard Navigation
Difficulty : Medium
Learning Objective : 01-03 What factors affect the two primary OB outcomes?
Topic : 01-06 Building a Conceptual Argument

103.3) When explaining to the client, you should explain the inimitability of people by drawing on all of the following concepts, except?

A) History
B) Numerous small decisions
C) One big decision
D) Socially complex resources
E) All of these concepts should be drawn upon

Question Details
Accessibility : Keyboard Navigation
Difficulty : Medium
Learning Objective : 01-03 What factors affect the two primary OB outcomes?
Topic : 01-06 Building a Conceptual Argument

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Organizational Behaviour 5ce Edition by Colquitt Ch01

Answer Key

Test name: Ch01

1) FALSE
2) FALSE
3) FALSE
4) TRUE
5) TRUE
6) TRUE
7) FALSE
8) FALSE
9) TRUE
10) TRUE
11) FALSE
12) TRUE
13) FALSE
14) TRUE
15) FALSE
16) FALSE
17) TRUE
18) TRUE
19) FALSE
20) TRUE
21) FALSE
22) TRUE
23) FALSE
24) FALSE
25) FALSE
26) TRUE

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27) TRUE
28) TRUE
29) TRUE
30) B
31) A
32) E
33) D
34) C
35) C
36) A
37) D
38) B
39) B
40) B
41) B
42) E
43) C
44) D
45) C
46) C
47) E
48) C
49) A
50) D
51) B
52) C
53) D
54) E
55) E
56) B

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57) E
58) A
59) D
60) D
61) C
62) A
63) B
64) C
65) E
66) A
67) B
68) A
69) B
70) B
71) C
72) C
73) A
74) E
75) E
76) C
77) A
78) C
79) B
80) B
81) B
82) E
83) D
84) C
85) A
86) B

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87) C
88) E
89) B
90) C
91) A
92) E
93) C
94) D
95) OB is a field of study devoted to understanding, explaining, and ultimately improving the attitudes and behaviours of individuals and groups in organizations. HRM, on the other hand, takes the theories and principles studied in OB and explores the "nuts-and-bolts" applications of those principles in organizations.

96) See Figure 1-1 in the text.

97) The key individual outcomes in studies of organizational behaviour are job performance and organizational commitment. The factors that affect these outcomes are individual mechanisms (job satisfaction; stress; motivation; trust, justice & ethics; and learning & decision making). Individual mechanisms, in turn, are driven by organizational mechanisms (organizational culture and structure), group mechanisms (leadership: styles & behaviours, and power & influence; and teams: processes and characteristics), and individual characteristics (personality & cultural values and ability).

98) People are rare and inimitable. The inimitability of people can be described using the following three reasons: history, numerous small decisions, and socially complex resources. Student answers will vary for the last part of the question.

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99) Philosophers have argued that there are several different ways of knowing things: • *Method of experience*. People hold firmly to some belief because it is consistent with their own experience and observations.
• *Method of intuition*. People hold firmly to some belief because it "just stands to reason"—it seems obvious or self-evident.
• *Method of authority*. People hold firmly to some belief because some respected official, agency, or source has said it is so.
• *Method of science*. People accept some belief because scientific studies have tended to replicate that result using a series of samples, settings, and methods.

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100) Theory, hypothesis, data, and verification.
The method begins with**theory**, defined as a collection of assertions—both verbal and symbolic—that specify how and why variables are related, and the conditions in which they should (and should not) be related. More simply, a theory tells a story and supplies the familiar who, what, where, when, and why elements found in any newspaper or magazine article.
The scientific method requires that theories be used to inspire**hypotheses**. Hypotheses are written predictions that specify relationships between variables. For example, a theory of social recognition might be used to inspire this hypothesis: "Social recognition behaviours on the part of managers will be positively related to the job performance and organizational commitment of their units." This hypothesis states, in black and white, the expected relationship between social recognition and unit performance.
You then would collect data, and compare its results against the hypotheses, and verify its confirmation of the hypotheses. If confirmed, then the hypothesis is upheld. If the data do not confirm the hypotheses, then revisions to the theory occur to generate new/further hypotheses to be tested.

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101) A correlation, abbreviated *r*, describes the statistical relationship between two variables. Correlations can be positive or negative and range from 0 (no statistical relationship) to 1 (a perfect statistical relationship). In organizational behaviour research a correlation of .50 is considered "strong," given the sheer number of things that can affect how employees feel and act. A .30 correlation is considered "moderate," and many studies discussed in this book will have results in this range. Finally, a .10 correlation is considered "weak." It should be noted, however, that even "weak" correlations can be important if they predict costly behaviours such as theft or ethical violations. The .08 correlation between smoking and lung cancer within 25 years is a good example of how important small correlations can be.
"Correlation does not imply causation." It turns out that making a**causalinference**— establishing that one variable really does cause another—requires establishing three things: first, that the two variables are correlated; second, that the presumed cause precedes the presumed effect in time; third, that no alternative explanation exists for the correlation. The third criterion is often fulfilled in experiments, in which researchers have more control over the setting of the study.

102) Section Break
    102.1) D
    102.2) E
    102.3) C
103) Section Break
    103.1) D
    103.2) B
    103.3) C

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