Canadian Organizational Behaviour (Canadian) 12th edition McShane Test Bank

SKU: 9781265818197-TEST-BANK

Chapter 01 Test Bank

ANSWERS ARE LOCATED IN THE SECOND PART OF THIS DOCUMENT

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

1) One of the key requirements of an organization is that it has buildings and equipment.

1) _____

- ◎ true
- ◎ false

Question Details
Accessibility : Screen Reader/Keyboard/CC
Difficulty : Easy
Learning Objective : 01-01 Define organizational behaviour and organizations.
Topic : 01-02 What is Organizational Behaviour?
Source : Chapter 01 Test Bank > TB 01-01 One of the key requirements of an organizati...

2) All organizations have a collective sense of purpose.

2) _____

- ◎ true
- ◎ false

Question Details
Accessibility : Screen Reader/Keyboard/CC
Difficulty : Easy
Learning Objective : 01-01 Define organizational behaviour and organizations.
Topic : 01-02 What is Organizational Behaviour?
Source : Chapter 01 Test Bank > TB 01-02 All organizations have a collective sense of...

3) Collective entities are called "organizations" when their purpose is to generate profits for shareholders.

3) _____

- ◎ true
- ◎ false

Question Details
Accessibility : Screen Reader/Keyboard/CC
Difficulty : Medium
Learning Objective : 01-01 Define organizational behaviour and organizations.
Topic : 01-02 What is Organizational Behaviour?
Source : Chapter 01 Test Bank > TB 01-03 Collective entities are called "organization...

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4) The field of organizational behaviour came into existence in the 1970s.

4) _____

- ◎ true
- ◎ false

Question Details
Accessibility : Screen Reader/Keyboard/CC
Difficulty : Easy
Learning Objective : 01-01 Define organizational behaviour and organizations.
Topic : 01-03 Historical Foundations of Organizational Behaviour
Source : Chapter 01 Test Bank > TB 01-04 The field of organizational behaviour came i...

5) Organizational behaviour emerged as a distinct field around the 1940s.

5) _____

- ◎ true
- ◎ false

Question Details
Accessibility : Screen Reader/Keyboard/CC
Difficulty : Easy
Learning Objective : 01-01 Define organizational behaviour and organizations.
Topic : 01-03 Historical Foundations of Organizational Behaviour
Source : Chapter 01 Test Bank > TB 01-05 Organizational behaviour emerged as a distin...

6) The skills and knowledge that employers tend to rank above anything else are in the field of organizational behaviour.

6) _____

- ◎ true
- ◎ false

Question Details
Accessibility : Screen Reader/Keyboard/CC
Difficulty : Easy
Learning Objective : 01-02 Explain why organizational behaviour knowledge is important for you and fo
Topic : 01-05 Why OB is Important for You
Source : Chapter 01 Test Bank > TB 01-06 The skills and knowledge that employers tend...

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7) Problem solving, teamwork, and communication are three important skills that employers look for in new employees.

7) _____

◎ true
◎ false

Question Details
Accessibility : Screen Reader/Keyboard/CC
Difficulty : Medium
Learning Objective : 01-02 Explain why organizational behaviour knowledge is important for you and fo
Topic : 01-05 Why OB is Important for You
Source : Chapter 01 Test Bank > TB 01-07 Problem solving, teamwork, and communication are three important...

8) Organizational behaviour knowledge helps us influence people and organizational events.

8) _____

◎ true
◎ false

Question Details
Accessibility : Screen Reader/Keyboard/CC
Difficulty : Easy
Learning Objective : 01-02 Explain why organizational behaviour knowledge is important for you and fo
Topic : 01-05 Why OB is Important for You
Source : Chapter 01 Test Bank > TB 01-08 Organizational behaviour knowledge helps us ...

9) Companies that apply organizational behaviour knowledge are likely to have greater financial returns than companies that do not apply organizational behaviour knowledge.

9) _____

◎ true
◎ false

Question Details
Accessibility : Screen Reader/Keyboard/CC
Difficulty : Easy
Learning Objective : 01-02 Explain why organizational behaviour knowledge is important for you and fo
Topic : 01-06 Why OB is Important for Organizations
Source : Chapter 01 Test Bank > TB 01-09 Companies that apply organizational behaviou...

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10) The open systems view recognizes that organizations usually operate without dependence on or interaction with an external environment.

10) _____

◎ true
◎ false

Question Details
Accessibility : Screen Reader/Keyboard/CC
Difficulty : Easy
Learning Objective : 01-02 Explain why organizational behaviour knowledge is important for you and fo
Topic : 01-06 Why OB is Important for Organizations
Source : Chapter 01 Test Bank > TB 01-10 The open systems view recognizes that organi...

11) Organizational effectiveness, not profitability, is considered the "ultimate dependent variable" in organizational behaviour.

11) _____

◎ true
◎ false

Question Details
Accessibility : Screen Reader/Keyboard/CC
Difficulty : Hard
Learning Objective : 01-02 Explain why organizational behaviour knowledge is important for you and fo
Topic : 01-06 Why OB is Important for Organizations
Source : Chapter 01 Test Bank > TB 01-11 Organizational effectiveness, not profitabil...

12) Almost all organizational behaviour theories share an implicit or explicit objective of making organizations more effective.

12) _____

◎ true
◎ false

Question Details
Accessibility : Screen Reader/Keyboard/CC
Difficulty : Easy
Learning Objective : 01-02 Explain why organizational behaviour knowledge is important for you and fo
Topic : 01-06 Why OB is Important for Organizations
Source : Chapter 01 Test Bank > TB 01-12 Almost all organizational behaviour theories...

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13) The open systems view states that organizations are effective when they maintain a good "fit" with their external environments.

13) _____

- ◎ true
- ◎ false

Question Details
Accessibility : Screen Reader/Keyboard/CC
Difficulty : Medium
Learning Objective : 01-02 Explain why organizational behaviour knowledge is important for you and fo
Topic : 01-06 Why OB is Important for Organizations
Source : Chapter 01 Test Bank > TB 01-13 The open systems view states that organizati...

14) One problem with the open systems view of organizations is that it neglects to focus on how well the organization operates internally.

14) _____

- ◎ true
- ◎ false

Question Details
Accessibility : Screen Reader/Keyboard/CC
Difficulty : Medium
Learning Objective : 01-02 Explain why organizational behaviour knowledge is important for you and fo
Topic : 01-06 Why OB is Important for Organizations
Source : Chapter 01 Test Bank > TB 01-14 One problem with the open systems view of or...

15) Human capital refers to the average cost of hiring and firing each employee in the organization.

15) _____

- ◎ true
- ◎ false

Question Details
Accessibility : Screen Reader/Keyboard/CC
Difficulty : Medium
Learning Objective : 01-02 Explain why organizational behaviour knowledge is important for you and fo
Topic : 01-06 Why OB is Important for Organizations
Source : Chapter 01 Test Bank > TB 01-15 Human capital refers to the average cost of ...

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16) The systematic research anchor relies mainly on stories and myths to test hypotheses.

16) _____

- ◎ true
- ◎ false

Question Details
Accessibility : Screen Reader/Keyboard/CC
Difficulty : Medium
Learning Objective : 01-03 Describe the anchors on which organizational behaviour knowledge is based.
Topic : 01-09 The Systematic Research Anchor
Source : Chapter 01 Test Bank > TB 01-16 The systematic research anchor relies mainly...

17) The contingency anchor in organizational behaviour suggests that a particular action may have different consequences in different situations.

17) _____

- ◎ true
- ◎ false

Question Details
Accessibility : Screen Reader/Keyboard/CC
Difficulty : Medium
Learning Objective : 01-03 Describe the anchors on which organizational behaviour knowledge is based.
Topic : 01-12 The Contingency Anchor
Source : Chapter 01 Test Bank > TB 01-17 The contingency anchor in organizational beh...

18) Most organizational topics may be studied from all three levels of analysis: individual, team, and organization.

18) _____

- ◎ true
- ◎ false

Question Details
Accessibility : Screen Reader/Keyboard/CC
Difficulty : Easy
Learning Objective : 01-03 Describe the anchors on which organizational behaviour knowledge is based.
Topic : 01-13 The Multiple Levels Of Analysis Anchor
Source : Chapter 01 Test Bank > TB 01-18 Most organizational topics may be studied fr...

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19) The contingency anchor in organizational behaviour suggests that we need to diagnose the situation to identify the most appropriate action under those specific circumstances.

19) _____

- ◎ true
- ◎ false

Question Details
Accessibility : Screen Reader/Keyboard/CC
Difficulty : Medium
Learning Objective : 01-03 Describe the anchors on which organizational behaviour knowledge is based.
Topic : 01-12 The Contingency Anchor
Source : Chapter 01 Test Bank > TB 01-19 The contingency anchor in organizational beh...

20) An inclusive workplace values people of all identities and allows them to be fully themselves while contributing to the organization.

20) _____

- ◎ true
- ◎ false

Question Details
Accessibility : Screen Reader/Keyboard/CC
Difficulty : Easy
Learning Objective : 01-04 Summarize the workplace trends of diversity-equity-inclusion, work-life in
Topic : 01-15 Workplace Diversity, Equity, and Inclusion (DEI)
Source : Chapter 01 Test Bank > TB 01-20 An inclusive workplace values people of all ...

21) Deep-level workplace diversity refers to the observable demographic and other overt differences among employees.

21) _____

- ◎ true
- ◎ false

Question Details
Accessibility : Screen Reader/Keyboard/CC
Difficulty : Easy
Learning Objective : 01-04 Summarize the workplace trends of diversity-equity-inclusion, work-life in
Topic : 01-15 Workplace Diversity, Equity, and Inclusion (DEI)
Source : Chapter 01 Test Bank > TB 01-21 Deep-level workplace diversity refers to the...

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22) Deep-level diversity is evident when employees have conflicting perceptions and attitudes about the same situation.

22) _____

◎ true
◎ false

Question Details
Accessibility : Screen Reader/Keyboard/CC
Difficulty : Medium
Learning Objective : 01-04 Summarize the workplace trends of diversity-equity-inclusion, work-life in
Topic : 01-15 Workplace Diversity, Equity, and Inclusion (DEI)
Source : Chapter 01 Test Bank > TB 01-22 Deep-level diversity is evident when employe...

23) Work-life integration assumes that people are able to isolate their various work and nonwork roles from each other.

23) _____

◎ true
◎ false

Question Details
Accessibility : Screen Reader/Keyboard/CC
Difficulty : Medium
Learning Objective : 01-04 Summarize the workplace trends of diversity-equity-inclusion, work-life in
Topic : 01-16 Work-Life Integration
Source : Chapter 01 Test Bank > TB 01-23 Work-life integration assumes that people ar...

24) Work-life integration can sometimes occur by actually engaging in two or more distinct roles at the same time.

24) _____

◎ true
◎ false

Question Details
Accessibility : Screen Reader/Keyboard/CC
Difficulty : Easy
Learning Objective : 01-04 Summarize the workplace trends of diversity-equity-inclusion, work-life in
Topic : 01-16 Work-Life Integration
Source : Chapter 01 Test Bank > TB 01-24 Work-life integration can sometimes occur by...

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25) People who regularly engage in remote work tend to receive less informal information about promotional opportunities and workplace relations.

25) _____

- ◎ true
- ◎ false

Question Details
Accessibility : Screen Reader/Keyboard/CC
Difficulty : Easy
Learning Objective : 01-04 Summarize the workplace trends of diversity-equity-inclusion, work-life in
Topic : 01-17 Remote Work
Source : Chapter 01 Test Bank > TB 01-25 People who regularly engage in remote work t...

26) The MARS model identifies four factors -- motivation, attitudes, responsibilities, and situational factors - as the direct predictors of a person's behaviour and performance.

26) _____

- ◎ true
- ◎ false

Question Details
Accessibility : Screen Reader/Keyboard/CC
Difficulty : Medium
Learning Objective : 01-05 Diagram the MARS model and describe the four factors that directly influen
Topic : 01-18 MARS Model of Individual Behaviour and Performance
Source : Chapter 01 Test Bank > TB 01-26 The MARS model identifies four factors -- mo...

27) Motivation refers to the forces within a person that affect the direction, intensity, and persistence of effort for voluntary behaviour.

27) _____

- ◎ true
- ◎ false

Question Details
Accessibility : Screen Reader/Keyboard/CC
Difficulty : Easy
Learning Objective : 01-05 Diagram the MARS model and describe the four factors that directly influen
Topic : 01-19 Employee Motivation
Source : Chapter 01 Test Bank > TB 01-27 Motivation refers to the forces within a per...

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28) The MARS model identifies the four main factors that directly influence individual behaviour and performance.

28) _____

◎ true
◎ false

Question Details
Accessibility : Screen Reader/Keyboard/CC
Difficulty : Easy
Learning Objective : 01-05 Diagram the MARS model and describe the four factors that directly influen
Topic : 01-18 MARS Model of Individual Behaviour and Performance
Source : Chapter 01 Test Bank > TB 01-28 The MARS model identifies the four main fact...

29) According to the MARS model, employee performance will remain high even if any one of the four variables in the model significantly weakens.

29) _____

◎ true
◎ false

Question Details
Accessibility : Screen Reader/Keyboard/CC
Difficulty : Medium
Learning Objective : 01-05 Diagram the MARS model and describe the four factors that directly influen
Topic : 01-18 MARS Model of Individual Behaviour and Performance
Source : Chapter 01 Test Bank > TB 01-29 According to the MARS model, employee perfor...

30) In the MARS model, one form of role clarity exists when employees understand the priority of their various tasks and performance expectations.

30) _____

◎ true
◎ false

Question Details
Accessibility : Screen Reader/Keyboard/CC
Difficulty : Medium
Learning Objective : 01-05 Diagram the MARS model and describe the four factors that directly influen
Topic : 01-21 Role Perceptions
Source : Chapter 01 Test Bank > TB 01-30 In the MARS model, one form of role clarity ...

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31) Task performance refers to the individual's voluntary goal-directed behaviours that contribute to organizational objectives.

31) _____

- ◎ true
- ◎ false

Question Details
Accessibility : Screen Reader/Keyboard/CC
Difficulty : Easy
Learning Objective : 01-06 Summarize the five types of individual behaviour in organizations.
Topic : 01-24 Task Performance
Source : Chapter 01 Test Bank > TB 01-31 Task performance refers to the individual's...

32) Proficient task performance refers to how well employees modify their thoughts and behaviour to align with and support a new or changing work situation.

32) _____

- ◎ true
- ◎ false

Question Details
Accessibility : Screen Reader/Keyboard/CC
Difficulty : Hard
Learning Objective : 01-06 Summarize the five types of individual behaviour in organizations.
Topic : 01-24 Task Performance
Source : Chapter 01 Test Bank > TB 01-32 Proficient task performance refers to how we...

33) The three types of task performance are: effective, citizenship, and reactive.

33) _____

- ◎ true
- ◎ false

Question Details
Accessibility : Screen Reader/Keyboard/CC
Difficulty : Medium
Learning Objective : 01-06 Summarize the five types of individual behaviour in organizations.
Topic : 01-24 Task Performance
Source : Chapter 01 Test Bank > TB 01-33 The three types of task performance are: eff...

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34) Adjusting your work schedule to accommodate co-workers is an example of organizational citizenship behaviour.

34) _____

- ◎ true
- ◎ false

Question Details
Accessibility : Screen Reader/Keyboard/CC
Difficulty : Easy
Learning Objective : 01-06 Summarize the five types of individual behaviour in organizations.
Topic : 01-25 Organizational Citizenship Behaviours
Source : Chapter 01 Test Bank > TB 01-34 Adjusting your work schedule to accommodate ...

35) One problem with organizational citizenship behaviour is that it benefits the individual doing the OCB but not the team in which that person works.

35) _____

- ◎ true
- ◎ false

Question Details
Accessibility : Screen Reader/Keyboard/CC
Difficulty : Medium
Learning Objective : 01-06 Summarize the five types of individual behaviour in organizations.
Topic : 01-25 Organizational Citizenship Behaviours
Source : Chapter 01 Test Bank > TB 01-35 One problem with organizational citizenship ...

36) Surface-level diversity refers to observable demographic and other overt differences in people.

36) _____

- ◎ true
- ◎ false

Question Details
Accessibility : Screen Reader/Keyboard/CC
Difficulty : Medium
Learning Objective : 01-04 Summarize the workplace trends of diversity-equity-inclusion, work-life in
Topic : 01-15 Workplace Diversity, Equity, and Inclusion (DEI)
Source : Chapter 01 Test Bank > TB 01-36 Surface-level diversity refers to observable...

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37) Counterproductive work behaviours are one of the five categories of individual behaviour in the workplace.

37) _____

- ◎ true
- ◎ false

Question Details
Accessibility : Screen Reader/Keyboard/CC
Difficulty : Medium
Learning Objective : 01-06 Summarize the five types of individual behaviour in organizations.
Topic : 01-26 Counterproductive Work Behaviours
Source : Chapter 01 Test Bank > TB 01-37 Counterproductive work behaviours are one of...

38) At a collective level, an inclusive workplace gives diverse groups voice through formal structures, such as diversity councils.

38) _____

- ◎ true
- ◎ false

Question Details
Accessibility : Screen Reader/Keyboard/CC
Difficulty : Easy
Learning Objective : 01-04 Summarize the workplace trends of diversity-equity-inclusion, work-life in
Topic : 01-15 Workplace Diversity, Equity, and Inclusion (DEI)
Source : Chapter 01 Test Bank > TB 01-38 At a collective level, an inclusive workplac...

39) Differences in needs, expectations, and attitudes across age groups are due more to the group's stage in life (e.g. teenagers) and less to whether they were born in a specific time over the past century (e.g. Baby Boomers).

39) _____

- ◎ true
- ◎ false

Question Details
Accessibility : Screen Reader/Keyboard/CC
Difficulty : Medium
Learning Objective : 01-04 Summarize the workplace trends of diversity-equity-inclusion, work-life in
Topic : 01-15 Workplace Diversity, Equity, and Inclusion (DEI)
Source : Chapter 01 Test Bank > TB 01-39 Differences in needs, expectations, and atti...

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40) Some forms of diversity increase the risk of dysfunctional conflict, which reduces information sharing and satisfaction with co-workers.

40) _____

◎ true
◎ false

Question Details
Accessibility : Screen Reader/Keyboard/CC
Difficulty : Easy
Learning Objective : 01-04 Summarize the workplace trends of diversity-equity-inclusion, work-life in
Topic : 01-15 Workplace Diversity, Equity, and Inclusion (DEI)
Source : Chapter 01 Test Bank > TB 01-40 Some forms of diversity increase the risk of...

41) Studies suggest that some deep-level diversity exists across generational groups.

41) _____

◎ true
◎ false

Question Details
Accessibility : Screen Reader/Keyboard/CC
Difficulty : Medium
Learning Objective : 01-04 Summarize the workplace trends of diversity-equity-inclusion, work-life in
Topic : 01-15 Workplace Diversity, Equity, and Inclusion (DEI)
Source : Chapter 01 Test Bank > TB 01-41 Studies suggest that some deep-level diversi...

42) The field of organizational behaviour is anchored in the belief that all organizational events should be studied at the individual level of analysis.

42) _____

◎ true
◎ false

Question Details
Accessibility : Screen Reader/Keyboard/CC
Difficulty : Medium
Learning Objective : 01-03 Describe the anchors on which organizational behaviour knowledge is based.
Topic : 01-13 The Multiple Levels Of Analysis Anchor
Source : Chapter 01 Test Bank > TB 01-42 The field of organizational behaviour is anc...

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43) Workforce diversity potentially improves decision making and team performance on complex tasks.

43) _____

◎ true
◎ false

Question Details
Accessibility : Screen Reader/Keyboard/CC
Difficulty : Medium
Learning Objective : 01-04 Summarize the workplace trends of diversity-equity-inclusion, work-life in
Topic : 01-15 Workplace Diversity, Equity, and Inclusion (DEI)
Source : Chapter 01 Test Bank > TB 01-43 Workforce diversity potentially improves dec...

44) The open systems view states that organizations have only two stakeholders: employees and shareholders.

44) _____

◎ true
◎ false

Question Details
Accessibility : Screen Reader/Keyboard/CC
Difficulty : Easy
Learning Objective : 01-02 Explain why organizational behaviour knowledge is important for you and fo
Topic : 01-06 Why OB is Important for Organizations
Source : Chapter 01 Test Bank > TB 01-44 The open systems view states that organizati...

45) Companies face the challenge that their stakeholders often have conflicting interests and organizations lack sufficient resources to satisfy everyone.

45) _____

◎ true
◎ false

Question Details
Accessibility : Screen Reader/Keyboard/CC
Difficulty : Easy
Learning Objective : 01-02 Explain why organizational behaviour knowledge is important for you and fo
Topic : 01-06 Why OB is Important for Organizations
Source : Chapter 01 Test Bank > TB 01-45 Companies face the challenge that their stak...

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46) Human capital refers to the knowledge, skills, abilities, creative thinking, and other valued resources that employees bring to the organization.

46) _____

- ◎ true
- ◎ false

Question Details
Accessibility : Screen Reader/Keyboard/CC
Difficulty : Easy
Learning Objective : 01-02 Explain why organizational behaviour knowledge is important for you and fo
Topic : 01-06 Why OB is Important for Organizations
Source : Chapter 01 Test Bank > TB 01-46 Human capital refers to the knowledge, skill...

47) As a company builds human capital, its employees produce higher quality work, but they become less motivated or able to adapt to rapidly changing environments.

47) _____

- ◎ true
- ◎ false

Question Details
Accessibility : Screen Reader/Keyboard/CC
Difficulty : Hard
Learning Objective : 01-02 Explain why organizational behaviour knowledge is important for you and fo
Topic : 01-06 Why OB is Important for Organizations
Source : Chapter 01 Test Bank > TB 01-47 As a company builds human capital, its emplo...

48) Companies that invest in human capital tend to develop employees who are better at performing diverse tasks in novel situations.

48) _____

- ◎ true
- ◎ false

Question Details
Accessibility : Screen Reader/Keyboard/CC
Difficulty : Medium
Learning Objective : 01-02 Explain why organizational behaviour knowledge is important for you and fo
Topic : 01-06 Why OB is Important for Organizations
Source : Chapter 01 Test Bank > TB 01-48 Companies that invest in human capital tend ...

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49) Financial analysts rely on several organizational behaviour variables as "positive screens" for selecting companies with the best long-term investment returns.

49) _____

- ◎ true
- ◎ false

Question Details
Accessibility : Screen Reader/Keyboard/CC
Difficulty : Easy
Learning Objective : 01-02 Explain why organizational behaviour knowledge is important for you and fo
Topic : 01-06 Why OB is Important for Organizations
Source : Chapter 01 Test Bank > TB 01-49 Financial analysts rely on several organizat...

50) Human capital is rarely a company's competitive advantage because employee talents are easy to find, copy, and replace with technology.

50) _____

- ◎ true
- ◎ false

Question Details
Accessibility : Screen Reader/Keyboard/CC
Difficulty : Medium
Learning Objective : 01-02 Explain why organizational behaviour knowledge is important for you and fo
Topic : 01-06 Why OB is Important for Organizations
Source : Chapter 01 Test Bank > TB 01-50 Human capital is rarely a company's competitive...

51) A firm is said to adopt the "triple bottom line" philosophy when its aim is to be three times as profitable as its competitors.

51) _____

- ◎ true
- ◎ false

Question Details
Accessibility : Screen Reader/Keyboard/CC
Difficulty : Easy
Learning Objective : 01-02 Explain why organizational behaviour knowledge is important for you and fo
Topic : 01-06 Why OB is Important for Organizations
Source : Chapter 01 Test Bank > TB 01-51 A firm is said to adopt the "triple bottom l...

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52) To create a more evidence-based organization, leaders should listen to and follow experts who say their ideas are "new," "revolutionary," and "proven."

52) _____

◎ true
◎ false

Question Details
Accessibility : Screen Reader/Keyboard/CC
Difficulty : Easy
Learning Objective : 01-03 Describe the anchors on which organizational behaviour knowledge is based.
Topic : 01-09 The Systematic Research Anchor
Source : Chapter 01 Test Bank > TB 01-52 To create a more evidence-based organization...

53) Successful remote workers tend to be self-motivated and can fulfill their social needs outside of the work context.

53) _____

◎ true
◎ false

Question Details
Accessibility : Screen Reader/Keyboard/CC
Difficulty : Easy
Learning Objective : 01-04 Summarize the workplace trends of diversity-equity-inclusion, work-life in
Topic : 01-17 Remote Work
Source : Chapter 01 Test Bank > TB 01-53 Successful remote workers tend to be self-mo...

54) Research indicates that remote workers tend to have higher productivity than other staff, partly because they convert some former commuting time into work time.

54) _____

◎ true
◎ false

Question Details
Accessibility : Screen Reader/Keyboard/CC
Difficulty : Easy
Learning Objective : 01-04 Summarize the workplace trends of diversity-equity-inclusion, work-life in
Topic : 01-17 Remote Work
Source : Chapter 01 Test Bank > TB 01-54 Research indicates that remote workers tend ...

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55) Most organizational behaviour theories have been developed by OB scholars rather than from other disciplines.

55) _____

- ◎ true
- ◎ false

Question Details
Accessibility : Screen Reader/Keyboard/CC
Difficulty : Medium
Learning Objective : 01-03 Describe the anchors on which organizational behaviour knowledge is based.
Topic : 01-11 The Multidisciplinary Anchor
Source : Chapter 01 Test Bank > TB 01-55 Most organizational behaviour theories have ...

56) Psychology and sociology have contributed many theories and concepts to the field of organizational behaviour.

56) _____

- ◎ true
- ◎ false

Question Details
Accessibility : Screen Reader/Keyboard/CC
Difficulty : Medium
Learning Objective : 01-03 Describe the anchors on which organizational behaviour knowledge is based.
Topic : 01-11 The Multidisciplinary Anchor
Source : Chapter 01 Test Bank > TB 01-56 Psychology and sociology have contributed ma...

57) OB knowledge has benefited from knowledge in emerging fields such as communications, marketing, and information systems.

57) _____

- ◎ true
- ◎ false

Question Details
Accessibility : Screen Reader/Keyboard/CC
Difficulty : Medium
Learning Objective : 01-03 Describe the anchors on which organizational behaviour knowledge is based.
Topic : 01-11 The Multidisciplinary Anchor
Source : Chapter 01 Test Bank > TB 01-57 OB knowledge has benefited from knowledge in...

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58) Sociology is one of several disciplines that has not made any contribution to organizational behaviour knowledge.

58) _____

- ◎ true
- ◎ false

Question Details
Accessibility : Screen Reader/Keyboard/CC
Difficulty : Medium
Learning Objective : 01-03 Describe the anchors on which organizational behaviour knowledge is based.
Topic : 01-11 The Multidisciplinary Anchor
Source : Chapter 01 Test Bank > TB 01-58 Sociology is one of several disciplines that...

59) The field of organizational behaviour relies mainly on personal stories to test the validity of new theories.

59) _____

- ◎ true
- ◎ false

Question Details
Accessibility : Screen Reader/Keyboard/CC
Difficulty : Medium
Learning Objective : 01-03 Describe the anchors on which organizational behaviour knowledge is based.
Topic : 01-09 The Systematic Research Anchor
Source : Chapter 01 Test Bank > TB 01-59 The field of organizational behaviour relies...

60) Proficient task performance refers to performing the work efficiently and accurately.

60) _____

- ◎ true
- ◎ false

Question Details
Accessibility : Screen Reader/Keyboard/CC
Difficulty : Easy
Learning Objective : 01-06 Summarize the five types of individual behaviour in organizations.
Topic : 01-24 Task Performance
Source : Chapter 01 Test Bank > TB 01-60 Proficient task performance refers to perfor...

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61) Cooperation and helpfulness to co-workers are forms of organizational citizenship behaviour.

61) _____

- ◎ true
- ◎ false

Question Details
Accessibility : Screen Reader/Keyboard/CC
Difficulty : Easy
Learning Objective : 01-06 Summarize the five types of individual behaviour in organizations.
Topic : 01-25 Organizational Citizenship Behaviours
Source : Chapter 01 Test Bank > TB 01-61 Cooperation and helpfulness to co-workers ar...

62) Employees mainly engage in organizational citizenship behaviours to support their boss's work deadlines.

62) _____

- ◎ true
- ◎ false

Question Details
Accessibility : Screen Reader/Keyboard/CC
Difficulty : Medium
Learning Objective : 01-06 Summarize the five types of individual behaviour in organizations.
Topic : 01-25 Organizational Citizenship Behaviours
Source : Chapter 01 Test Bank > TB 01-62 Employees mainly engage in organizational ci...

63) Examples of counterproductive work behaviours include disagreeing with co-workers and engaging in organizational citizenship behaviours.

63) _____

- ◎ true
- ◎ false

Question Details
Accessibility : Screen Reader/Keyboard/CC
Difficulty : Medium
Learning Objective : 01-06 Summarize the five types of individual behaviour in organizations.
Topic : 01-26 Counterproductive Work Behaviours
Source : Chapter 01 Test Bank > TB 01-63 Examples of counterproductive work behaviour...

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64) Counterproductive work behaviours can be either intentional or unintentional behaviours that harm the organization.

64) _____

◎ true
◎ false

Question Details
Accessibility : Screen Reader/Keyboard/CC
Difficulty : Medium
Learning Objective : 01-06 Summarize the five types of individual behaviour in organizations.
Topic : 01-26 Counterproductive Work Behaviours
Source : Chapter 01 Test Bank > TB 01-64 Counterproductive work behaviours can be eit...

65) High employee turnover is known to undermine the company's customer service, team development, and corporate culture strength.

65) _____

◎ true
◎ false

Question Details
Accessibility : Screen Reader/Keyboard/CC
Difficulty : Medium
Learning Objective : 01-06 Summarize the five types of individual behaviour in organizations.
Topic : 01-27 Joining And Staying With The Organization
Source : Chapter 01 Test Bank > TB 01-65 High employee turnover is known to undermine...

66) Human capital is an organization's main source of competitive advantage.

66) _____

◎ true
◎ false

Question Details
Accessibility : Screen Reader/Keyboard/CC
Difficulty : Easy
Learning Objective : 01-02 Explain why organizational behaviour knowledge is important for you and fo
Topic : 01-06 Why OB is Important for Organizations
Source : Chapter 01 Test Bank > TB 01-66 Human capital is an organization's main....

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67) Much employee absenteeism is due to situational factors, such as personal illness, family demands, and bad weather.

67) _____

- ◎ true
- ◎ false

Question Details
Accessibility : Screen Reader/Keyboard/CC
Difficulty : Medium
Learning Objective : 01-06 Summarize the five types of individual behaviour in organizations.
Topic : 01-28 Maintaining Work Attendance
Source : Chapter 01 Test Bank > TB 01-67 Much employee absenteeism is due to situatio...

68) Organizations are more effective when they increase presenteeism.

68) _____

- ◎ true
- ◎ false

Question Details
Accessibility : Screen Reader/Keyboard/CC
Difficulty : Medium
Learning Objective : 01-06 Summarize the five types of individual behaviour in organizations.
Topic : 01-28 Maintaining Work Attendance
Source : Chapter 01 Test Bank > TB 01-68 Organizations are more effective when they i...

69) Presenteeism refers to showing up for work when unwell, injured, or faced with dangerous conditions getting to work.

69) _____

- ◎ true
- ◎ false

Question Details
Accessibility : Screen Reader/Keyboard/CC
Difficulty : Medium
Learning Objective : 01-06 Summarize the five types of individual behaviour in organizations.
Topic : 01-28 Maintaining Work Attendance
Source : Chapter 01 Test Bank > TB 01-69 Presenteeism refers to showing up for work w...

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70) Presenteeism is more likely to occur among employees whose absence would immediately affect many people.

70) _____

◎ true
◎ false

Question Details
Accessibility : Screen Reader/Keyboard/CC
Difficulty : Medium
Learning Objective : 01-06 Summarize the five types of individual behaviour in organizations.
Topic : 01-28 Maintaining Work Attendance
Source : Chapter 01 Test Bank > TB 01-70 Presenteeism is more likely to occur among e...

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

71) Sabotage, threatening harm, and insulting others represent:

71) _____

A) three forms of counterproductive work behaviours.
B) the most common forms of organizational citizenship.
C) three characteristics that distinguish organizations operating as open systems.
D) three types of role perceptions.
E) behaviours that are no longer found in organizations.

Question Details
Accessibility : Screen Reader/Keyboard/CC
Difficulty : Medium
Learning Objective : 01-06 Summarize the five types of individual behaviour in organizations.
Topic : 01-26 Counterproductive Work Behaviours
Source : Chapter 01 Test Bank > TB 01-71 Sabotage, threatening harm, and insulting ot...

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72) A key feature of organizations is that they:

72) _____

A) first appeared in the 1700s.
B) have government documentation to confer their legal status.
C) exist with or without any sense of purpose.
D) are collective entities.
E) are individualist entities.

Question Details
Accessibility : Screen Reader/Keyboard/CC
Difficulty : Medium
Learning Objective : 01-01 Define organizational behaviour and organizations.
Topic : 01-02 What is Organizational Behaviour?
Source : Chapter 01 Test Bank > TB 01-72 A key feature of organizations is that they:

73) Which of the following statements about tasks and task performance is**FALSE**?

73) _____

A) All tasks involve various degrees of working with people, data, things, and ideas.
B) Task performance refers to goal-directed activities under the individual's control.
C) The two main types of task performance are adaptive and creative.
D) Employees in almost every job are expected to perform their work proficiently.
E) One form of task performance refers to how well employees respond to change in the workplace and in their job duties.

Question Details
Accessibility : Screen Reader/Keyboard/CC
Difficulty : Hard
Learning Objective : 01-06 Summarize the five types of individual behaviour in organizations.
Topic : 01-24 Task Performance
Source : Chapter 01 Test Bank > TB 01-73 Which of the following statements about task...

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74) Which of the following refers to goal-directed activities under the individual's control that support organizational objectives?

74) _____

A) Presenteeism
B) Task performance
C) Aptitudes
D) Direction
E) Motivation

Question Details
Accessibility : Screen Reader/Keyboard/CC
Difficulty : Medium
Learning Objective : 01-06 Summarize the five types of individual behaviour in organizations.
Topic : 01-24 Task Performance
Source : Chapter 01 Test Bank > TB 01-74 Which of the following refers to goal-direct...

75) Which type of task performance refers to how well employees perform the work efficiently and accurately?

75) _____

A) Proficient task performance
B) Adaptive task performance
C) Proactive task performance
D) Efficient task performance
E) Integrative task performance

Question Details
Accessibility : Screen Reader/Keyboard/CC
Difficulty : Easy
Learning Objective : 01-06 Summarize the five types of individual behaviour in organizations.
Topic : 01-24 Task Performance
Source : Chapter 01 Test Bank > TB 01-75 Which type of task performance refers to how...

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76) Which type of task performance is about anticipating change, and leading that change in oneself, co-workers, and the workplace to achieve what is perceived to be a better future for the organization?

76) _____

A) Proficient task performance
B) Adaptive task performance
C) Proactive task performance
D) Efficient task performance
E) Integrative task performance

Question Details
Accessibility : Screen Reader/Keyboard/CC
Difficulty : Easy
Learning Objective : 01-06 Summarize the five types of individual behaviour in organizations.
Topic : 01-24 Task Performance
Source : Chapter 01 Test Bank > TB 01-76 Which type of task performance is about anti...

77) Which type of task performance is about how well employees respond to change in the workplace and in their job duties?

77) _____

A) Proficient task performance
B) Adaptive task performance
C) Proactive task performance
D) Efficient task performance
E) Integrative task performance

Question Details
Accessibility : Screen Reader/Keyboard/CC
Difficulty : Easy
Learning Objective : 01-06 Summarize the five types of individual behaviour in organizations.
Topic : 01-24 Task Performance
Source : Chapter 01 Test Bank > TB 01-77 Which type of task performance is about how ...

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78) According to the MARS model, ___ represent(s) the forces within a person that affect the direction, intensity, and persistence of voluntary behaviour.

78) _____

A) motivation
B) surface-level diversity
C) proactive task performance
D) role perceptions
E) ability

Question Details
Accessibility : Screen Reader/Keyboard/CC
Difficulty : Medium
Learning Objective : 01-05 Diagram the MARS model and describe the four factors that directly influen
Topic : 01-19 Employee Motivation
Source : Chapter 01 Test Bank > TB 01-78 According to the MARS model, ___ represent(s...

79) Motivation affects a person's ___ of voluntary behaviour.

79) _____

A) direction, intensity, and persistence
B) antecedents, consequences, and reinforcers
C) size, shape, and weight
D) aptitudes, abilities, and capabilities
E) role perceptions

Question Details
Accessibility : Screen Reader/Keyboard/CC
Difficulty : Hard
Learning Objective : 01-05 Diagram the MARS model and describe the four factors that directly influen
Topic : 01-19 Employee Motivation
Source : Chapter 01 Test Bank > TB 01-79 Motivation affects a person's...

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80) The MARS model explicitly identifies all of the following factors as direct influences on employee voluntary behaviour and performance,**EXCEPT**?

80) _____

A) Motivation
B) Role perceptions
C) Situational factors
D) Perceptions
E) Ability

Question Details
Accessibility : Screen Reader/Keyboard/CC
Difficulty : Medium
Learning Objective : 01-05 Diagram the MARS model and describe the four factors that directly influen
Topic : 01-18 MARS Model of Individual Behaviour and Performance
Source : Chapter 01 Test Bank > TB 01-80 The MARS model explicitly identifies all of ...

81) Which of the following identifies the four factors that directly influence individual behaviour and performance?

81) _____

A) Corporate social responsibility
B) MARS model
C) Open systems view
D) Deep level diversity
E) Inclusive workplace theory

Question Details
Accessibility : Screen Reader/Keyboard/CC
Difficulty : Medium
Learning Objective : 01-05 Diagram the MARS model and describe the four factors that directly influen
Topic : 01-18 MARS Model of Individual Behaviour and Performance
Source : Chapter 01 Test Bank > TB 01-81 Which of the following identifies the four f...

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82) The MARS model explicitly identifies which of the following factors?

82) _____

A) Rewards
B) Recreational activities
C) Work-life integration
D) Situational factors
E) Stakeholders

Question Details
Accessibility : Screen Reader/Keyboard/CC
Difficulty : Medium
Learning Objective : 01-05 Diagram the MARS model and describe the four factors that directly influen
Topic : 01-18 MARS Model of Individual Behaviour and Performance
Source : Chapter 01 Test Bank > TB 01-82 The MARS model explicitly identifies which o...

83) According to the MARS model, which of the following is NOT a role perception problem?

83) _____

A) The employee lacks the proper tools to perform the job.
B) The employee knows two different ways to perform a particular task, but unknowingly chooses the method that the organization does not want its employees to use.
C) The employee doesn't realize that a particular task is part of their job.
D) The employee places more emphasis on the quantity of work whereas the organization wants more emphasis placed on the quality of work.
E) The employee believes that the company wants them to spend more time with clients, whereas the company really wants client requests processed more quickly.

Question Details
Accessibility : Screen Reader/Keyboard/CC
Difficulty : Easy
Learning Objective : 01-05 Diagram the MARS model and describe the four factors that directly influen
Topic : 01-21 Role Perceptions
Source : Chapter 01 Test Bank > TB 01-83 According to the MARS model, which of the fo...

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84) A new manager's performance is below expectations because executives believe the manager allocates too little time to coaching employees. The manager is good at coaching but doesn't realize that coaching should have a higher priority in their work schedule. This performance problem is best explained by:

84) _____

A) presenteeism.
B) the open systems view of organizations.
C) inaccurate role perceptions.
D) poor work-life integration.
E) the manager's lack of ability.

Question Details
Accessibility : Screen Reader/Keyboard/CC
Difficulty : Medium
Learning Objective : 01-05 Diagram the MARS model and describe the four factors that directly influen
Topic : 01-21 Role Perceptions
Source : Chapter 01 Test Bank > TB 01-84 A new manager's performance is below expectations because...

85) Several recently hired employees are motivated, sufficiently skilled, and have adequate resources to perform their jobs. However, customer complaints soon emerged because the new hires failed to perform a few critical tasks. An investigation discovered that these employees were never told that these tasks were part of their job. The poor performance occurred because the new employees:

85) _____

A) have a direct employment relationship.
B) have poor role perceptions.
C) do not enjoy their jobs.
D) don't have any organizational citizenship.
E) have poor work-life integration.

Question Details
Accessibility : Screen Reader/Keyboard/CC
Difficulty : Medium
Learning Objective : 01-05 Diagram the MARS model and describe the four factors that directly influen
Topic : 01-21 Role Perceptions
Source : Chapter 01 Test Bank > TB 01-85 Several recently hired employees are motivat...

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Chapter 01 Test Bank

86) Which of these statements about the field of organizational behaviour is**TRUE**?

86) _____

A) Organizational behaviour emerged as a distinct field during the 1980s.
B) Some organizational behaviour topics were discussed by Plato and other early Greek philosophers.
C) The field of organizational behaviour studies individual thoughts and behaviour, not the situational conditions that may influence those thoughts and behaviour.
D) The field of organizational behaviour relies exclusively on ideas generated by organizational behaviour scholars.
E) The origins of organizational behaviour are traced mainly to the field of economics.

Question Details
Accessibility : Screen Reader/Keyboard/CC
Difficulty : Medium
Learning Objective : 01-01 Define organizational behaviour and organizations.
Topic : 01-03 Historical Foundations of Organizational Behaviour
Source : Chapter 01 Test Bank > TB 01-86 Which of these statements about the field of...

87) In organizational behaviour, organizations are best described as:

87) _____

A) legal entities that must abide by government regulations and pay taxes.
B) physical structures with observable capital equipment.
C) social entities with a publicly stated set of formal goals.
D) groups of people who work interdependently towards some purpose.
E) any social entity with profit-focused motives and objectives.

Question Details
Accessibility : Screen Reader/Keyboard/CC
Difficulty : Medium
Learning Objective : 01-01 Define organizational behaviour and organizations.
Topic : 01-02 What is Organizational Behaviour?
Source : Chapter 01 Test Bank > TB 01-87 In organizational behaviour, organizations a...

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88) An important objective of organizational behaviour is to help people to:

88) _____

A) understand why organizational events occur.
B) predict organizational events.
C) influence organizational events.
D) understand and predict, but not influence organizational events.
E) understand, predict, and influence organizational events.

Question Details
Accessibility : Screen Reader/Keyboard/CC
Difficulty : Medium
Learning Objective : 01-02 Explain why organizational behaviour knowledge is important for you and fo
Topic : 01-05 Why OB is Important for You
Source : Chapter 01 Test Bank > TB 01-88 An important objective of organizational beh...

89) The open systems view of organizations explicitly considers:

89) _____

A) inputs entering the organization.
B) subsystems within the organization.
C) outputs from the organization to the external environment.
D) feedback from the external environment.
E) The open systems view of organizations explicitly considers all of these elements.

Question Details
Accessibility : Screen Reader/Keyboard/CC
Difficulty : Easy
Learning Objective : 01-02 Explain why organizational behaviour knowledge is important for you and fo
Topic : 01-06 Why OB is Important for Organizations
Source : Chapter 01 Test Bank > TB 01-89 The open systems view of organizations expli...

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90) The field of organizational behaviour broadly views organizations as:

90) _____

A) groups of people whose only purpose is to reduce the cost of production.
B) groups of people whose only purpose is to increase financial profits.
C) open systems.
D) inefficient machines with one working part.
E) unnecessary entities in society.

Question Details
Accessibility : Screen Reader/Keyboard/CC
Difficulty : Medium
Learning Objective : 01-02 Explain why organizational behaviour knowledge is important for you and fo
Topic : 01-06 Why OB is Important for Organizations
Source : Chapter 01 Test Bank > TB 01-90 The field of organizational behaviour broadl...

91) ACME Software Ltd has developed a training program to make employees more aware of how their job performance affects customers and the organization's other external stakeholders. This training program relates most closely with which of the following concepts?

91) _____

A) Contingency anchor
B) Multidisciplinary anchor
C) Open systems view
D) Diversity and the inclusive workplace
E) Presenteeism

Question Details
Accessibility : Screen Reader/Keyboard/CC
Difficulty : Medium
Learning Objective : 01-02 Explain why organizational behaviour knowledge is important for you and fo
Topic : 01-06 Why OB is Important for Organizations
Source : Chapter 01 Test Bank > TB 01-91 ACME Software Ltd has developed a training p...

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92) The most important ingredient in the organization's process of transforming inputs to outputs is:

92) _____

A) external stakeholders.
B) work-life integration.
C) indirect employment relationships.
D) human capital.
E) senior executives.

Question Details
Accessibility : Screen Reader/Keyboard/CC
Difficulty : Medium
Learning Objective : 01-02 Explain why organizational behaviour knowledge is important for you and fo
Topic : 01-06 Why OB is Important for Organizations
Source : Chapter 01 Test Bank > TB 01-92 The most important ingredient in the organiz...

93) A kitchen products manufacturer wants to develop appliances that customers can operate and program using an app. Unfortunately, few of the firm's employees know enough about Bluetooth communication or software development for apps. This company's product development plans are limited because:

93) _____

A) of high absenteeism among employees.
B) of poor role perceptions among employees.
C) the company is a closed system.
D) the company is too much of an open system.
E) of insufficient or misaligned human capital.

Question Details
Accessibility : Screen Reader/Keyboard/CC
Difficulty : Medium
Learning Objective : 01-02 Explain why organizational behaviour knowledge is important for you and fo
Topic : 01-06 Why OB is Important for Organizations
Source : Chapter 01 Test Bank > TB 01-93 A kitchen products manufacturer wants to dev...

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94) Relatively stable, long-lasting beliefs that guide a person's preferences for outcomes or courses of action in a variety of situations are:

94) _____

A) called intellectual capital.
B) the main feature distinguishing open from closed systems.
C) the main reason why organizations fail to adapt.
D) rarely studied in the field of organizational behaviour.
E) called values.

Question Details
Accessibility : Screen Reader/Keyboard/CC
Difficulty : Medium
Learning Objective : 01-02 Explain why organizational behaviour knowledge is important for you and fo
Topic : 01-06 Why OB is Important for Organizations
Source : Chapter 01 Test Bank > TB 01-94 Relatively stable, long-lasting beliefs that...

95) Corporate social responsibility is most closely connected to which of these concepts?

95) _____

A) Stakeholders
B) Employment relationships
C) Remote work
D) Presenteeism
E) MARS model

Question Details
Accessibility : Screen Reader/Keyboard/CC
Difficulty : Medium
Learning Objective : 01-02 Explain why organizational behaviour knowledge is important for you and fo
Topic : 01-06 Why OB is Important for Organizations
Source : Chapter 01 Test Bank > TB 01-95 Corporate social responsibility is most clos...

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96) The triple-bottom-line philosophy asserts that:

96) _____

A) companies should pay three times more attention to profits than to employee wellbeing.
B) the main goal of all companies is to satisfy the needs of three groups: employees, executives, and suppliers.
C) business success increases by having three times more contract workers than permanent employees.
D) companies should pay attention to local, national, and global customers.
E) companies should try to survive and be profitable as well as maintain and improve conditions for society and the physical environment.

Question Details
Accessibility : Screen Reader/Keyboard/CC
Difficulty : Medium
Learning Objective : 01-02 Explain why organizational behaviour knowledge is important for you and fo
Topic : 01-06 Why OB is Important for Organizations
Source : Chapter 01 Test Bank > TB 01-96 The triple-bottom-line philosophy asserts th...

97) Which of the following concepts is most closely associated with corporate social responsibility?

97) _____

A) Human capital
B) Systematic research anchor
C) Counterproductive work behaviours
D) Work-life integration
E) Triple-bottom-line

Question Details
Accessibility : Screen Reader/Keyboard/CC
Difficulty : Medium
Learning Objective : 01-02 Explain why organizational behaviour knowledge is important for you and fo
Topic : 01-06 Why OB is Important for Organizations
Source : Chapter 01 Test Bank > TB 01-97 Which of the following concepts is most clos...

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98) Organizations have difficulty satisfying stakeholder needs and expectations because:

98) _____

A) most stakeholders are unknown to the organization's leaders.
B) stakeholders rarely make their needs and expectations known to the organization.
C) the organization's stakeholders often have conflicting needs and expectations.
D) private sector companies are required by law to satisfy only the needs and expectations of shareholders, not other stakeholders.
E) many organizations do not have any stakeholders.

Question Details
Accessibility : Screen Reader/Keyboard/CC
Difficulty : Medium
Learning Objective : 01-02 Explain why organizational behaviour knowledge is important for you and fo
Topic : 01-06 Why OB is Important for Organizations
Source : Chapter 01 Test Bank > TB 01-98 Organizations have difficulty satisfying sta...

99) Which of the following is NOT considered an individual outcome in the integrative model of organizational behaviour?

99) _____

A) Behaviour
B) Decisions
C) Social networks
D) Well-being
E) Organizational citizenship

Question Details
Accessibility : Screen Reader/Keyboard/CC
Difficulty : Medium
Learning Objective : 01-02 Explain why organizational behaviour knowledge is important for you and fo
Topic : 01-07 Connecting the Dots: An Integrative Model of Organizational Behaviour
Source : Chapter 01 Test Bank > TB 01-99 Which of the following is NOT considered an ...

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Chapter 01 Test Bank

100) According to the integrative model of organizational behaviour, which of the following is classified as an organizational input?

100) _____

A) Motivation
B) Organizational citizenship
C) Social networks
D) Organizational culture
E) Communication

Question Details
Accessibility : Screen Reader/Keyboard/CC
Difficulty : Hard
Learning Objective : 01-02 Explain why organizational behaviour knowledge is important for you and fo
Topic : 01-07 Connecting the Dots: An Integrative Model of Organizational Behaviour
Source : Chapter 01 Test Bank > TB 01-100 According to the integrative model of organi...

101) Which of these statements about diversity and inclusive workplace is**FALSE**?

101) _____

A) Some deep-level diversity is associated with surface-level attributes.
B) Deep-level diversity across generations is much stronger than the popular press would suggest.
C) An inclusive workplace continually ensures that recruitment, rewards, and other practices do not unfairly favour some groups over others.
D) Teams with diverse knowledge and skills tend to make better decisions about complex issues compared to teams with less of this diversity.
E) Surface-level diversity in Canada and many other countries has increased substantially over the past few decades.

Question Details
Accessibility : Screen Reader/Keyboard/CC
Difficulty : Medium
Learning Objective : 01-04 Summarize the workplace trends of diversity-equity-inclusion, work-life in
Topic : 01-15 Workplace Diversity, Equity, and Inclusion (DEI)
Source : Chapter 01 Test Bank > TB 01-101 Which of these statements about diversity an...

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102) All of the following are considered a type of surface-level diversity,**EXCEPT**?

102) _____

A) Physical capabilities
B) Gender
C) Ethnicity
D) Age
E) Attitude

Question Details
Accessibility : Screen Reader/Keyboard/CC
Difficulty : Medium
Learning Objective : 01-04 Summarize the workplace trends of diversity-equity-inclusion, work-life in
Topic : 01-15 Workplace Diversity, Equity, and Inclusion (DEI)
Source : Chapter 01 Test Bank > TB 01-102 All of the following are considered a type o...

103) Personalities, beliefs, values, and attitudes are:

103) _____

A) types of deep-level diversity.
B) the four direct predictors of individual behaviour in the MARS model.
C) types of surface-level diversity.
D) team/interpersonal inputs and processes in the integrative model of organizational behaviour.
E) variables that should not be considered when measuring workforce diversity.

Question Details
Accessibility : Screen Reader/Keyboard/CC
Difficulty : Medium
Learning Objective : 01-04 Summarize the workplace trends of diversity-equity-inclusion, work-life in
Topic : 01-15 Workplace Diversity, Equity, and Inclusion (DEI)
Source : Chapter 01 Test Bank > TB 01-103 Personalities, beliefs, values, and attitude...

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104) Which of the following involves applying appropriate rules to decide how the organization's benefits and burdens are distributed among employees?

104) _____

A) Organizational culture
B) Organizational stakeholders
C) Organizational ethics
D) Organizational justice
E) Organizational integrity

Question Details
Accessibility : Screen Reader/Keyboard/CC
Difficulty : Easy
Learning Objective : 01-04 Summarize the workplace trends of diversity-equity-inclusion, work-life in
Topic : 01-15 Workplace Diversity, Equity, and Inclusion (DEI)
Source : Chapter 01 Test Bank > TB 01-104 Which of the following involves applying app...

105) All of the following accurately describe employee resource groups (ERGs),**EXCEPT**?

105) _____

A) They are also called affinity groups.
B) They are formal structures for supporting workplace inclusion.
C) Theare voluntary employee-led groups provide support and education about diversity, equity, inclusion, and social issues.
D) ERGs represent many ethnicities, sexual identities, ages, abilities, and other identities and interests among employees within the organization.
E) Discussion, feedback, and advice from within the group does not influence organizational policies and practices.

Question Details
Accessibility : Screen Reader/Keyboard/CC
Difficulty : Medium
Learning Objective : 01-04 Summarize the workplace trends of diversity-equity-inclusion, work-life in
Topic : 01-15 Workplace Diversity, Equity, and Inclusion (DEI)
Source : Chapter 01 Test Bank > TB 01-105 All of the following accurately describe emp...

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106) Work-life integration takes the view that:

106) _____

A) people need to give their full attention to one role (e.g., parent or executive) and avoid any other role imposed on them.
B) the physical, cognitive, and emotional resources produced or consumed by one role potentially enrich or undermine the success and enjoyment of other roles.
C) integrating two or more roles at the same time is both difficult and unhealthy.
D) your various work and nonwork roles should relate to a variety of personality traits and personal values, not just traits and values that you possess.
E) with rare exceptions, employees have a low degree of role conflict across their multiple work and nonwork selves.

Question Details
Accessibility : Screen Reader/Keyboard/CC
Difficulty : Hard
Learning Objective : 01-04 Summarize the workplace trends of diversity-equity-inclusion, work-life in
Topic : 01-16 Work-Life Integration
Source : Chapter 01 Test Bank > TB 01-106 Work-life integration takes the view that:

107) Which of these statements about remote work is**FALSE**?

107) _____

A) Remote work tends to reduce employee work-related costs and unpaid time.
B) Remote workers tend to have higher productivity than other employees, partly due to the benefits of less commuting.
C) Remote workers usually have better work-life integration, partly because they have more time and somewhat more control to juggle work with nonwork obligations.
D) People who regularly or mostly work from home have better social interaction and relationships with co-workers.
E) Organizations risk having a weaker culture when most employees work from home for a significant part of their workweek.

Question Details
Accessibility : Screen Reader/Keyboard/CC
Difficulty : Hard
Learning Objective : 01-04 Summarize the workplace trends of diversity-equity-inclusion, work-life in
Topic : 01-17 Remote Work
Source : Chapter 01 Test Bank > TB 01-107 Which of these statements about remote work ...

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108) What effect does remote work have in the workplace?

108) _____

A) Remote work tends to improve work-life balance.
B) Remote work increases the need to evaluate employees more on their work results rather than their "face time".
C) Under some circumstances, remote work increases the employee's productivity.
D) Remote work increases the risk that employees feel socially isolated from each other.
E) Remote work has all of these effects in the workplace.

Question Details
Accessibility : Screen Reader/Keyboard/CC
Difficulty : Easy
Learning Objective : 01-04 Summarize the workplace trends of diversity-equity-inclusion, work-life in
Topic : 01-17 Remote Work
Source : Chapter 01 Test Bank > TB 01-108 What effect does remote work have in the wor...

109) Which of the following is**NOT** a conceptual anchor in organizational behaviour?

109) _____

A) Contingency anchor
B) Systematic research anchor
C) Diversity-inclusiveness anchor
D) Multidisciplinary anchor
E) Multiple levels of analysis anchor

Question Details
Accessibility : Screen Reader/Keyboard/CC
Difficulty : Hard
Learning Objective : 01-03 Describe the anchors on which organizational behaviour knowledge is based.
Topic : 01-08 Anchors of Organizational Behaviour Knowledge
Source : Chapter 01 Test Bank > TB 01-109 Which of the following is NOT a conceptual a...

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110) Which of the following is a conceptual anchor from which organizational behaviour knowledge is developed and refined?

110) _____

A) OB should view organizations as closed systems.
B) OB theories should be practical to use, not just interesting.
C) All OB theories should apply to all situations.
D) OB should rely mainly on anecdotal stories to test the accuracy of their theories.
E) All of these are among the five "anchors" of organizational behaviour knowledge.

Question Details
Accessibility : Screen Reader/Keyboard/CC
Difficulty : Medium
Learning Objective : 01-03 Describe the anchors on which organizational behaviour knowledge is based.
Topic : 01-08 Anchors of Organizational Behaviour Knowledge
Source : Chapter 01 Test Bank > TB 01-110 Which of the following is a conceptual ancho...

111) Which of the following statements about the field of organizational behaviour is**FALSE**?

111) _____

A) OB is the study of what people think, feel, and do in and around organizations.
B) OB emerged as a distinct field of inquiry in the 1940s.
C) OB is a self-contained discipline, independent of other disciplines.
D) OB theories are usually tested using the scientific method.
E) Many OB theories are contingency-oriented.

Question Details
Accessibility : Screen Reader/Keyboard/CC
Difficulty : Easy
Learning Objective : 01-01 Define organizational behaviour and organizations.
Learning Objective : 01-03 Describe the anchors on which organizational behaviour knowledge is based.
Topic : 01-11 The Multidisciplinary Anchor
Topic : 01-02 What is Organizational Behaviour?
Topic : 01-03 Historical Foundations of Organizational Behaviour
Source : Chapter 01 Test Bank > TB 01-111 Which of the following statements about the ...

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112) According to the multiple levels of analysis anchor:

112) _____

A) organizational behaviour is mainly the study of how all levels of the organizational hierarchy interact with the external environment.
B) OB topics typically relate to the individual, team, and organizational levels of analysis.
C) there are eight levels of analysis that scholars should recognize when conducting OB research.
D) organizational events can be studied from only one level of analysis.
E) our understanding of organizational behaviour increases when larger rather than smaller organizations are studied.

Question Details
Accessibility : Screen Reader/Keyboard/CC
Difficulty : Medium
Learning Objective : 01-03 Describe the anchors on which organizational behaviour knowledge is based.
Topic : 01-13 The Multiple Levels Of Analysis Anchor
Source : Chapter 01 Test Bank > TB 01-112 According to the multiple levels of analysis...

113) Which of these statements about employment relationships is**FALSE**?

113) _____

A) In the past, direct employment relationships involved continuous employment, usually with expectations of career advancement.
B) Indirect employment occurs when people work for an employment agency and are temporarily assigned or indefinitely "leased" to client firms.
C) Self-employed contract work includes freelancers in the "gig economy."
D) Workers in direct employment relationships tend to produce higher work quality and innovation than do workers in indirect or contract relationships.
E) Teams that combine both direct and indirect employment workers tend to have better information sharing than teams consisting of only direct employment workers.

Question Details
Accessibility : Screen Reader/Keyboard/CC
Difficulty : Hard
Learning Objective : 01-04 Summarize the workplace trends of diversity-equity-inclusion, work-life in
Topic : 01-18 MARS Model of Individual Behaviour and Performance
Source : Chapter 01 Test Bank > TB 01-113 Which of these statements about employment r...

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114) Onsite childcare is a form of ___.

114) _____

A) work-life balance
B) remote work coordination
C) work-life integration
D) work-life conflict
E) work-life preparation

Question Details
Accessibility : Screen Reader/Keyboard/CC
Difficulty : Easy
Learning Objective : 01-04 Summarize the workplace trends of diversity-equity-inclusion, work-life in
Topic : 01-16 Work-Life Integration
Source : Chapter 01 Test Bank > TB 01-114 Onsite childcare is a form of ___.

115) Pre-COVID, approximately what percent of Canadian workers (excluding farmers and contractors) performed some of their paid work from home each week?

115) _____

A) 2 percent
B) 7 percent
C) 25 percent
D) 35 percent
E) 50 percent

Question Details
Accessibility : Screen Reader/Keyboard/CC
Difficulty : Hard
Learning Objective : 01-04 Summarize the workplace trends of diversity-equity-inclusion, work-life in
Topic : 01-16 Work-Life Integration
Source : Chapter 01 Test Bank > TB 01-115 Pre-COVID, approximately what percent of Can...

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116) The number of people that have remained working from home in a post-COVID environment is approximately:

116) _____

A) 2 percent
B) 7 percent
C) 20 percent
D) 35 percent
E) 50 percent

Question Details
Accessibility : Screen Reader/Keyboard/CC
Difficulty : Hard
Learning Objective : 01-04 Summarize the workplace trends of diversity-equity-inclusion, work-life in
Topic : 01-16 Work-Life Integration
Source : Chapter 01 Test Bank > TB 01-116 The number of people that have remained work...

117) A distributed organization is one that:

117) _____

A) is fully hybrid.
B) is fully remote.
C) is focused on work-life balance.
D) has zero work-life conflict.
E) has flexible work scheduling.

Question Details
Accessibility : Screen Reader/Keyboard/CC
Difficulty : Medium
Learning Objective : 01-04 Summarize the workplace trends of diversity-equity-inclusion, work-life in
Topic : 01-16 Work-Life Integration
Source : Chapter 01 Test Bank > TB 01-117 A distributed organization is one that:

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118) Which work-life integration strategy establishes methods that prevent your work roles from encroaching on time and attention devoted to your nonwork roles?

118) _____

A) Flexible work scheduling
B) Integrate multiple roles
C) Role alignment
D) Boundary management
E) Balance management

Question Details
Accessibility : Screen Reader/Keyboard/CC
Difficulty : Medium
Learning Objective : 01-04 Summarize the workplace trends of diversity-equity-inclusion, work-life in
Topic : 01-16 Work-Life Integration
Source : Chapter 01 Test Bank > TB 01-118 Which work-life integration strategy establi...

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Chapter 01 Test Bank

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

119) Marketing specialists at Napanee Beer Co. developed a new advertising campaign for summer sales. The ads were particularly aimed at sports events where Napanee Beer sold kegs of beer on tap. The marketing group worked for months with a top advertising firm on the campaign. Their effort was successful in terms of significantly higher demand for Napanee Beer's keg beer at sports stadiums. However, the production department had not been notified of the marketing campaign and was not prepared for the increased demand. The company was forced to buy empty kegs at a premium price. It also had to brew some of the lower-priced keg beer in vats that would have been used for higher-priced specialty beer. The result was that Napanee Beer sold more of the lower-priced keg beer and less of the higher-priced products that summer. Moreover, the company could not initially fill consumer demand for the keg beer, resulting in customer dissatisfaction. Use open system view to explain what has occurred at Napanee Beer Co.

Question Details
Accessibility : Screen Reader/Keyboard/CC
Difficulty : Medium
Learning Objective : 01-04 Summarize the workplace trends of diversity-equity-inclusion, work-life in
Topic : 01-16 Work-Life Integration
Source : Chapter 01 Test Bank > TB 01-119 Marketing specialists at Napanee Beer Co. de...

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120) Senior officers in a national military organization decided that operations in supplies requisition were inefficient and costly. They brought in consultants who recommended that the entire requisition process be "reengineered". This involved throwing out the old practices and developing an entirely new set of work activities around workflow. However, contrary to expectations, this intervention resulted in lower productivity, higher employee turnover and other adverse outcomes. Discuss likely problems with the intervention in terms of open systems perspective.

Question Details
Accessibility : Screen Reader/Keyboard/CC
Difficulty : Medium
Learning Objective : 01-04 Summarize the workplace trends of diversity-equity-inclusion, work-life in
Topic : 01-16 Work-Life Integration
Source : Chapter 01 Test Bank > TB 01-120 Senior officers in a national military organ...

121) An aircraft manufacturing company developed a computer simulation representing the very complex processes and subgroups that create an airplane. Teams of production employees would participate in a game where trainers gave them the challenge of reducing costs or minimizing space using the simulation. As the trainers predicted, the team's actions would almost always result in unexpected consequences. Explain how this simulation relates to the open systems perspective of organizational behaviour.

Question Details
Accessibility : Screen Reader/Keyboard/CC
Difficulty : Easy
Learning Objective : 01-04 Summarize the workplace trends of diversity-equity-inclusion, work-life in
Topic : 01-16 Work-Life Integration
Source : Chapter 01 Test Bank > TB 01-121 An aircraft manufacturing company developed ...

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122) Discuss the five anchors of organizational behaviour.

Question Details
Accessibility : Screen Reader/Keyboard/CC
Difficulty : Medium
Learning Objective : 01-03 Describe the anchors on which organizational behaviour knowledge is based.
Topic : 01-08 Anchors of Organizational Behaviour Knowledge
Source : Chapter 01 Test Bank > TB 01-122 Discuss the five anchors of organizational b...

123) Distinguish among aptitudes, learned capabilities, and habits, as they make up ability.

Question Details
Accessibility : Screen Reader/Keyboard/CC
Difficulty : Easy
Learning Objective : 01-05 Diagram the MARS model and describe the four factors that directly influen
Topic : 01-19 Employee Motivation
Source : Chapter 01 Test Bank > TB 01-123 Distinguish among aptitudes, learned capabil...

124) Describe the three elements of motivation.

Question Details
Accessibility : Screen Reader/Keyboard/CC
Difficulty : Easy
Learning Objective : 01-05 Diagram the MARS model and describe the four factors that directly influen
Topic : 01-19 Employee Motivation
Source : Chapter 01 Test Bank > TB 01-124 Describe the three elements of motivation.

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125) The sales office of a large industrial products wholesale company has an increasing problem that salespeople are arriving late at the office each morning. Some sales reps go directly to visit clients rather than showing up at the office as required by company policy. Others arrive several minutes after their appointed start time. The vice president of sales doesn't want to introduce time clocks, but this may be necessary if the lateness problem isn't corrected. Using the MARS model of individual behaviour, diagnose the possible reasons why salespeople may be engaging in this "lateness" behaviour.

Question Details
Accessibility : Screen Reader/Keyboard/CC
Difficulty : Medium
Learning Objective : 01-05 Diagram the MARS model and describe the four factors that directly influen
Topic : 01-18 MARS Model of Individual Behaviour and Performance
Source : Chapter 01 Test Bank > TB 01-125 The sales office of a large industrial produ...

126) CDA Hardware Associates has had below average sales over the past few years in one its stores, Store #34. As head of franchise operations, you are concerned with the continued low sales volume. The store manager wants you to diagnose the problem and recommend possible causes. Use the MARS model of individual behaviour and performance to provide four different types of reasons why employees at Store #34 might be performing below average. Provide one example for each type of explanation.

Question Details
Accessibility : Screen Reader/Keyboard/CC
Difficulty : Medium
Learning Objective : 01-05 Diagram the MARS model and describe the four factors that directly influen
Topic : 01-18 MARS Model of Individual Behaviour and Performance
Source : Chapter 01 Test Bank > TB 01-126 CDA Hardware Associates has had below averag...

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127) Contrast organizational citizenship behaviour with task performance.

Question Details
Accessibility : Screen Reader/Keyboard/CC
Difficulty : Easy
Learning Objective : 01-06 Summarize the five types of individual behaviour in organizations.
Topic : 01-25 Organizational Citizenship Behaviours
Source : Chapter 01 Test Bank > TB 01-127 Contrast organizational citizenship behaviou...

128) Explain why you agree or disagree with the following statement: "Hiring and keeping talented employees is the most important task for managers."

Question Details
Accessibility : Screen Reader/Keyboard/CC
Difficulty : Medium
Learning Objective : 01-06 Summarize the five types of individual behaviour in organizations.
Topic : 01-28 Maintaining Work Attendance
Source : Chapter 01 Test Bank > TB 01-128 Explain why you agree or disagree with the f...

129) Outline the three different types of task performance.

Question Details
Accessibility : Screen Reader/Keyboard/CC
Difficulty : Easy
Learning Objective : 01-06 Summarize the five types of individual behaviour in organizations.
Topic : 01-24 Task Performance
Source : Chapter 01 Test Bank > TB 01-129 Outline the three different types of task pe...

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130) What are the top ranked skills for new employees?

Question Details
Accessibility : Screen Reader/Keyboard/CC
Difficulty : Easy
Learning Objective : 01-02 Explain why organizational behaviour knowledge is important for you and fo
Topic : 01-05 Why OB is Important for You
Source : Chapter 01 Test Bank > TB 01-130 What are the top ranked skills for new emplo...

131) How can organizations become more effective by enhancing their human capital?

Question Details
Accessibility : Screen Reader/Keyboard/CC
Difficulty : Medium
Learning Objective : 01-02 Explain why organizational behaviour knowledge is important for you and fo
Topic : 01-06 Why OB is Important for Organizations
Source : Chapter 01 Test Bank > TB 01-131 How can organizations become more effective ...

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Chapter 01 Test Bank

Answer Key

Test name: Chapter 01 Test Bank

1) FALSE
2) TRUE
3) FALSE
4) FALSE
5) TRUE
6) TRUE
7) TRUE
8) TRUE
9) TRUE
10) FALSE
11) TRUE
12) TRUE
13) TRUE
14) FALSE
15) FALSE
16) FALSE
17) TRUE
18) TRUE
19) TRUE
20) TRUE
21) FALSE
22) TRUE
23) FALSE
24) TRUE
25) TRUE
26) FALSE
27) TRUE
28) TRUE
29) FALSE
30) TRUE
31) TRUE
32) FALSE
33) FALSE
34) TRUE
35) FALSE
36) TRUE
37) TRUE

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38) TRUE
39) TRUE
40) TRUE
41) TRUE
42) FALSE
43) TRUE
44) FALSE
45) TRUE
46) TRUE
47) FALSE
48) TRUE
49) TRUE
50) FALSE
51) FALSE
52) FALSE
53) TRUE
54) TRUE
55) FALSE
56) TRUE
57) TRUE
58) FALSE
59) FALSE
60) TRUE
61) TRUE
62) FALSE
63) FALSE
64) TRUE
65) TRUE
66) TRUE
67) TRUE
68) FALSE
69) TRUE
70) TRUE
71) A
72) D
73) C
74) B
75) A
76) C
77) B

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78) A
79) A
80) D
81) B
82) D
83) A
84) C
85) B
86) B
87) D
88) E
89) E
90) C
91) C
92) D
93) E
94) E
95) A
96) E
97) E
98) C
99) C
100) D
101) B
102) E
103) A
104) D
105) E
106) B
107) D
108) E
109) C
110) B
111) C
112) B
113) E
114) C
115) B
116) C
117) B

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118) D
119) Short Answer
120) Short Answer
121) Short Answer
122) Short Answer
123) Short Answer
124) Short Answer
125) Short Answer
126) Short Answer
127) Short Answer
128) Short Answer
129) Short Answer
130) Short Answer
131) Short Answer

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