Industrial Organizational Psychology 7th edition Levy Test Bank

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Name:_____ Class:_____ Date:_____

Chapter 1 - Essay

1. What is industrial/organizational (I/O) psychology? What is the main difference between industrial and organizational psychology? Provide an example of how a topic associated with industrial psychology might be related to an organizational psychology topic.

ANSWER: I/O psychology is the application of psychological principles and theories to the workplace. The main difference between industrial and organizational psychology is the topics they cover. Industrial psychology is associated with job analysis, training, selection, and performance measurement. Organizational psychology is associated with motivation, leadership, employer–employee relations, job attitudes, and organizational development. Examples may vary, but one example might be that if we select the wrong employees, they may experience low satisfaction in the workplace.

2. The separation of industrial and organizational psychology is generally considered to be a false dichotomy. Explain why this is, and provide an example that demonstrates why I/O psychologists are trained in both areas.

ANSWER: This is considered a false dichotomy because there is no clear line that divides problems into either industrial or organizational problems. The problem in the industrial domain may be caused by attitudinal or motivational factors associated with organizational psychology. In addition, I/O psychologists are trained in both areas because they are interdependent, related areas. Examples will vary, but one example might be that an I/O psychologist, when addressing low performance in the organization, may also need to look at whether poor leadership is in place.

3. I/O psychologists are often described as being scientists/practitioners. Explain what this means and provide an example.

ANSWER: I/O psychologist are often both the generators of knowledge (scientists) and the consumers of such knowledge (practitioners). Doctoral education in I/O psychology focuses on both theory and application. They are trained to be strong researchers and also know how to apply the knowledge from research in practical settings. This is why they are often described as being scientists/practitioners. Examples will vary, but one possible example is that an I/O psychologist in an organization may use data from an intervention that has been applied to write a research article.

4. How does the scientist/practitioner model affect the training of doctoral students in I/O psychology? What are three competencies that I/O psychology students develop in doctoral programs?

ANSWER: Students must focus on both the theories and the applications of various content areas. Competencies include attitude theory, career development, consumer behavior, criterion development, ethical and legal issues, history and systems, human factors, individual assessment, individual differences, job evaluation, judgment and decision making, leadership, occupational health and safety, organizational development, organizational theory, performance appraisal, personnel recruitment, professional skills, research methods, training, and work motivation.

5. Briefly describe the Hawthorne studies and how they are considered the birth of organizational psychology.

ANSWER: The Hawthorne studies were conducted in an electric plant, where it was discovered that employee's productivity increased because they were being observed, not due to the amount of light being manipulated. This study highlighted the importance of psychological conditions at work rather than physical conditions. Questions about motivation, leadership, and human relations arose at this time and led to further research about organizational psychology topics.

6. Briefly define four of the given areas of focus in I/O psychology: selection, training and development, organizational development, performance appraisal, or quality of work life.

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ANSWER: Selection experts work on the development and administration of tests used for employee hiring. Training and development experts develop, deliver, and evaluate training programs. Organizational development experts analyze organizational structures, cultures, and climates. Performance appraisal experts develop measures of performance and use these measures to improve performance. Quality of work life experts assess and improve job attitudes such as satisfaction and commitment.

7. Choose two of these historical hallmarks: the Great Depression, World War I, World War II, or the civil rights movement. Describe how each event impacted the field and study of I/O psychology.

ANSWER: World War I saw the development of Army Alpha and Army Beta mental ability tests, which allowed for the screening and classification of military personnel. The Great Depression led to an all-time high in unemployment, so the focus on I/O psychology was less on testing and more on the human condition. World War II led to continued selection, placement, and evaluation in the armed forces. It also led to the creation of research centers such as ARI and AFHRL. The civil rights movement led to a greater focus on the social, political, and legal climate, including the ethnic and racial differences on selection tests, fairness of those tests, and issues of discrimination in the workplace.

8. Explain how the development of I/O psychology in the United States differed from that in Europe.

ANSWER: I/O psychology in Europe had more financial and governmental support. As a result, the field developed earlier and faster compared to that in the United States. There was also more collaboration among researchers in Europe as there were centers that funded research and brought experts together. In contrast, in the United States, research was mostly done by individuals and lone faculty members conducting their own studies.

9. The Hawthorne studies were integral to the advancement of I/O psychology. Briefly describe those studies. Explain what the researchers found as a result of their experiments and how their findings influenced I/O psychology.

ANSWER: The Hawthorne studies were intended to study the influence of physical conditions (e.g., lighting) on employee productivity. Instead, researchers discovered that employees responded positively to the researchers paying attention to them. This led to more focus on the social aspects of the workplace, such as team development, supervision, worker morale, and group processes.

10. Identify and explain two current trends in I/O psychology.

ANSWER: COVID-19 brought attention to how global events can impact workers, and the changing nature of work. Artificial intelligence and machine learning is likely to be used more in I/O psychology and lead to questions about job replacement and ethics. Increased automation of tasks means that employees are likely to be replaced by machines and automated processes. The gig economy means that traditional jobs are being filled by contract and freelance workers, which changes the way we apply I/O principles. Meeting the diversity and equity needs of organizations includes addressing topics on race, ethnicity, age, ability, gender identity, sexual orientation, and neurodiversity. Thus, training I/O psychologists in diversity and anti-discrimination is important.

11. Make a presentation to the president of a large U.S. corporation. Discuss current business trends that may be affecting the corporation's employees and its practices. Briefly discuss in the presentation two current issues facing organizations.

ANSWER: Examples will vary, but will likely include diversity, artificial intelligence/machine learning, the

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changing nature of work, algorithmic selection systems, leadership development, selecting training and retaining automation, and the gig economy.

12. Consider a problem an employee may encounter on the job. Which area of I/O psychology would be MOST relevant to that particular problem?

ANSWER: Responses will vary, but one example might be if the employee has had conflict with a supervisor, the area of leadership might relate to this problem.

13. A company downsized its workforce and laid off many of its employees. Discuss two ways I/O psychologists can help employees that were let go and those currently working.

ANSWER: I/O psychologists can help laid-off workers become more competitive for jobs and can help those who are left behind after downsizing deal with their more diverse jobs and heavier workloads.

14. Explain how technology is changing the workplace, and provide an example.

ANSWER: Big data and analytics allow companies to collect large amounts of data to use in their decision making. Technology allows for telecommuting and virtual teams. Social media is becoming a potential way to recruit and select employees, but this comes with a number of problems. Technology and automation can also potentially put people out of work, leading to downsizing. Use of artificial intelligence and machine learning changes the way we assess employees and use data. Examples may vary.

15. Explain how the COVID-19 pandemic impacted workers, and provide an example.

ANSWER: Workers were impacted with decreases in happiness and increased depressive symptoms as the boundaries between home and work blurred. Examples will vary, but most office workers had the ability to work remotely, while others were required to work outside of their homes and deemed essential, which put their health at risk. Surveys comparing individual well-being before and after the COVID-19 pandemic showed a decrease in happiness and an increase in depressive symptoms. The workforce was divided into office or white-collar workers who went on to work virtually, essential workers who had to risk their health and step outside their home, and non-essential workers who were terminated. Employees working from home had more work–family conflict, boundary violations between work and home, and struggle between childcare and professional demands. There were also mental health concerns like increased depressive symptoms.

16. What is one example of an ethical issue an organization might face? How might I/O psychology help leaders in the organization address ethical issues?

ANSWER: Examples will vary, but one example is that an employee could harass another employee. I/O psychologists do research on why individuals may behave unethically, and they can provide information on how best to approach this problem (e.g., harassment training, firing the employee).

17. What is the gig economy, and how does this affect the workplace?

ANSWER: The gig economy is where companies depend more heavily on contract and freelance workers. Positions in many organizations are increasingly being filled by contract workers and freelancers, rather than full-time employees. Companies may sub an essential requirement to independent contributors. In addition, the gig economy includes the notion of the "side hustle," where individuals take on extra work to earn money for various purposes, often as a supplement to income from a full-time job. Organizations will need to accommodate these diverse employment options, and

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individuals need to balance between projects, side hustles, and their traditional job.

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Chapter 1 - Multiple Choice

1. The subspecialty that involves the study of motivation, work attitudes, and the culture of companies is:
   a. industrial psychology.
   b. personnel psychology.
   c. performance psychology.
   d. organizational psychology.

ANSWER: d

2. The subspecialty that involves the study of the assessment, measurement, and selection of people in their jobs is:
   a. personality psychology.
   b. industrial psychology.
   c. performance psychology.
   d. organizational psychology.

ANSWER: b

3. Which is NOT likely to be studied by an I/O psychologist whose emphasis is on the subspecialty of industrial psychology?
   a. training and development
   b. performance appraisal and job analysis
   c. work attitudes and behaviors
   d. selection and recruitment

ANSWER: c

4. Which is likely to be studied by an I/O psychologist whose emphasis is on the subspecialty of industrial psychology?
   a. leadership
   b. work attitudes
   c. motivation
   d. selection

ANSWER: d

5. Which is unlikely to be studied by an I/O psychologist whose emphasis is on the subspecialty of organizational psychology?
   a. leadership
   b. work attitudes
   c. motivation
   d. selection

ANSWER: d

6. Which is likely to be studied by an I/O psychologist whose emphasis is on the subspecialty of organizational psychology?
   a. performance appraisal

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Chapter 1 - Multiple Choice

b. selection
c. job analysis
d. leadership

ANSWER: d

7. Which is likely to be studied by an I/O psychologist whose emphasis is on the subspecialty of industrial psychology?
a. leadership
b. work attitudes
c. motivation
d. performance appraisal

ANSWER: d

8. Which is likely to be studied by an I/O psychologist whose emphasis is on the subspecialty of industrial psychology?
a. leadership
b. work attitudes
c. motivation
d. training

ANSWER: d

9. Which is likely to be studied by an I/O psychologist whose emphasis is on the subspecialty of organizational psychology?
a. performance appraisal
b. selection
c. job analysis
d. job attitudes

ANSWER: d

10. Juro, an I/O psychologist, spends his time designing tests to help select new employees, train those new employees, and help managers conduct performance evaluations. Juro's work would fall under which subspecialty of I/O psychology?
a. personality psychology
b. industrial psychology
c. organizational psychology
d. selective psychology

ANSWER: b

11. Kamal, an I/O psychologist, spends their time developing leaders, conducting surveys, gauging employee motivation and satisfaction, and ensuring their workers are safe. Kamal's work would fall under which subspecialty of I/O psychology?
a. personality psychology

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Chapter 1 - Multiple Choice

b. industrial psychology
c. organizational psychology
d. counseling psychology

ANSWER: c

12. The textbook notes that the division between industrial and organizational psychology is somewhat artificial. What is one reason the textbook provides for why this might be a false dichotomy?
a. Nobody in the field can agree on what is meant by industrial versus organizational psychology.
b. Few organizations are concerned with organizational psychology topics, so nearly all I/O psychology consultants address only industrial topics.
c. When I/O psychologists earn their required licenses from the American Psychological Association (APA), they must be well-versed in both industrial and organizational topics.
d. Issues faced by organizations encompass both industrial and organizational topics.

ANSWER: d

13. The textbook notes that the division between industrial and organizational psychology is somewhat artificial. What is one reason the textbook provides for why this might be a false dichotomy?
a. Nobody in the field can agree on what is meant by industrial versus organizational psychology.
b. Few organizations are concerned with industrial psychology topics, so nearly all I/O psychology consultants address only organizational topics.
c. When I/O psychologists take their licensure exams, they must answer questions about both industrial and organizational topics.
d. I/O psychologists are trained in both topics, even though they may specialize in one or the other.

ANSWER: d

14. The association with which I/O psychologists affiliate is:
a. SIOP.
b. JOOP.
c. MPA.
d. AIOP.

ANSWER: a

15. A scientist/practitioner is both a generator and a consumer of knowledge. Therefore, their training should be focused on both:
a. industrial and organizational psychology.
b. theory and application.
c. leaders and followers.
d. SIOP and APA.

ANSWER: b

16. In terms of their educational training, mostly I/O psychologists have:
a. received training from the APA.

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b. obtained a PhD.
c. earned a PsyD and not a PhD.
d. attended graduate school outside of the United States and Canada.

ANSWER: b

17. Gia considers herself to be both a consumer and a generator of knowledge. Gia is actively publishing research and applying her knowledge in a small consulting firm. Which model is Gia using the approach of?
a. industrial/organizational
b. consumer/creator
c. top-down approach
d. scientist/practitioner

ANSWER: d

18. Which is an important area for an I/O psychologist to be competent in?
a. marketing strategies
b. research methods
c. counseling distressed individuals
d. graphic design

ANSWER: b

19. What is the definition of a competency?
a. whether an employee is willing to take a test of their skills
b. whether an employee is popular among their peers
c. whether an employee enjoys their job
d. whether an employee has the skills, behaviors, and capabilities necessary to effectively perform their job

ANSWER: d

20. What is a feature of the scientist/practitioner model?
a. Practitioners must be educated by someone who is a scientist.
b. Scientists must be educated by someone who is a practitioner.
c. Scholars should understand both theory and application in their area.
d. Effective scientists will have spent a fair amount of time working as practitioners.

ANSWER: c

21. A doctoral student in I/O psychology will complete their training by reviewing the research literature and designing a study to answer a series of research questions, which is called:
a. publication.
b. dissertation.
c. practicum.
d. competency exam.

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ANSWER: b

22. A consultant develops interventions for companies when changes arise. They analyze cultural climates and employees' openness to the changes. Which area of I/O do they specialize in?
    a. organizational development
    b. selection
    c. training and development
    d. prosocial and humanitarian work

ANSWER: a

23. Ajani is an I/O psychologist who is responsible for overseeing tests used for employee hiring. Ajani also creates guides for managers to reduce possible biases when interviewing candidates. Which area of I/O does Ajani specialize in?
    a. performance management
    b. selection
    c. organizational development
    d. quality of work life

ANSWER: b

24. Mayumi volunteers with a local organization to develop training for no compensation. She is involved in:
    a. performance management work.
    b. selection work.
    c. prosocial and humanitarian work.
    d. human factors work.

ANSWER: c

25. Toward the end of the 20th century, the field of I/O psychology grew very rapidly with more work being done in which of these areas?
    a. quality of work life
    b. selection
    c. industrial engineering
    d. performance management

ANSWER: b

26. The five areas that account for the largest portion of work conducted by I/O psychologists are training and development, organizational development, selection, quality of work life, and:
    a. compensation.
    b. human factors.
    c. performance management.
    d. consumer behavior.

ANSWER: c

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Chapter 1 - Multiple Choice

27. The five areas that account for the largest portion of work conducted by I/O psychologists are training and development, performance appraisal, selection, quality of work life, and:
    a. organizational development.
    b. compensation.
    c. human factors.
    d. consumer behavior.

ANSWER: a

28. I/O psychologists who are mainly concerned with the measurement and improvement of job-related attitudes are primarily engaged in the area known as:
    a. performance appraisal.
    b. quality of work life.
    c. consumer psychology.
    d. organizational development.

ANSWER: b

29. The five areas that account for the largest portion of work conducted by I/O psychologists are training and development, performance appraisal, organizational development, quality of work life, and:
    a. selection.
    b. compensation.
    c. human factors.
    d. consumer behavior.

ANSWER: a

30. The five areas that account for the largest portion of labor conducted by I/O psychologists are training and development, performance management, selection, organizational development, and:
    a. quality of work life.
    b. compensation.
    c. human factors.
    d. consumer behavior.

ANSWER: a

31. The five areas that account for the largest portion of work conducted by I/O psychologists are organizational development, performance management, selection, quality of work life, and:
    a. training and development.
    b. compensation.
    c. human factors.
    d. consumer behavior.

ANSWER: a

32. One major area that I/O psychologists focus on in their work is quality of work life. What is the definition of what this work might involve?

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a. These psychologists develop assessments to help them choose qualified employees.
b. These psychologists work with employees to help them deal with problems in their personal lives.
c. These psychologists assess whether employees are satisfied with their jobs.
d. These psychologists ensure that managers are using fair measures to assess employee performance.

ANSWER: c

33. Dinah is helping a company change their culture to be more inclusive to diverse employees. She also devises interventions to help organizations work more effectively. Dinah's work primarily involves which area of emphasis?

a. organizational development
b. training and development
c. performance appraisal
d. quality of work life

ANSWER: a

34. Sean is an I/O psychologist who conducts surveys in his organization to determine what types of things might frustrate or upset employees. His goal is to find ways to help employees feel satisfied and proud of their job. Sean's work primarily involves which area of emphasis?

a. selection
b. organizational development
c. performance appraisal
d. quality of work life

ANSWER: d

35. Anatoly is an I/O psychologist who spends his time designing surveys that supervisors can use to evaluate their subordinates. He also compiles results from these surveys and provides suggestions to supervisors about how to deal with employees who are underperforming. Anatoly's work primarily involves which area of emphasis?

a. selection
b. organizational development
c. performance management
d. quality of work life

ANSWER: c

36. Shuo, an I/O psychologist who works at a large corporation, is in charge of performance management. Which activity would Shuo be likely to engage in?

a. developing an intervention to redesign the organization's structure
b. training new employees on how to do their jobs
c. designing an appraisal measure for managers to use on their subordinates
d. assessing employee satisfaction

ANSWER: c

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Chapter 1 - Multiple Choice

37. On December 20, 1901, which person gave a speech on the psychological aspects of advertising that marked the beginning of I/O psychology?
    a. Walter Dill Scott
    b. Kurt Lewin
    c. Laura Koppes
    d. Richard Hackman

ANSWER: a

38. According to Moore and Hartmann (1931), I/O psychology in Europe:
    a. did not start developing until the 1950s.
    b. developed earlier and faster than it did in the United States.
    c. suffered from a lack of financial and governmental support.
    d. was hampered by researchers refusing to collaborate.

ANSWER: b

39. Who wrote the book *The Theory of Advertising*?
    a. Kurt Lewin
    b. Hugo Munsterberg
    c. Walter Dill Scott
    d. Lillian Gilbreth

ANSWER: c

40. Which book was written by Hugo Munsterberg?
    a. *The Theory of Advertising*
    b. *Psychology and Industrial Efficiency*
    c. *The Psychology of Management*
    d. *The DSM-IV*

ANSWER: b

41. During World War I, the Army Alpha and Army Beta tests differed from previous intelligence tests in that they:
    a. were composed of multiple-choice questions and could be administered in groups.
    b. were meant to be administered to one individual at a time.
    c. rewarded employees for higher levels of intelligence.
    d. were used to assess personality.

ANSWER: a

42. The Army Alpha test:
    a. helped the army determine which soldiers were too traumatized for active duty.
    b. was used to determine which soldiers had the mental toughness to be successful spies.
    c. was a mental ability test that helped the army select and place military personnel.

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d. was a physical ability test that all military personnel had to pass to be considered for combat duty.

ANSWER: c

43. During which time period did I/O psychology begin to expand beyond the academic and military realms into government and private industry?

a. pre–World War I
b. from World War I through the 1920s
c. from World War II to the mid-1960s
d. from the mid-1960s to the mid-1980s

ANSWER: b

44. The first PhD in industrial psychology was earned in 1921 by whom?

a. Bruce V. Moore
b. Walter Dill Scott
c. Hugo Munsterberg
d. Lillian Gilbreth

ANSWER: a

45. Frederick Taylor's approach to work motivation was known as:

a. vocational interests.
b. Army Alpha.
c. scientific management.
d. scientist/practitioner approach.

ANSWER: c

46. Who discovered that employees could be differentiated for various jobs based on their interests, which led to the development of the Strong Vocational Interest Blank for Men?

a. Walter Dill Scott
b. James Hawthorne
c. Greg Oldham
d. Bruce V. Moore

ANSWER: d

47. Who argued that employees should be financially rewarded for doing their work as efficiently as possible?

a. Edward Strong
b. John Hawthorne
c. Frederick Taylor
d. Kurt Lewin

ANSWER: c

48. Frederick Taylor's scientific management approach suggested that employees could be motivated to work effectively by means of:

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a. financial incentives.
b. praise and recognition.
c. seeing the practical importance of their work.
d. a feeling of fairness.

ANSWER: a

49. Who was often called the first lady of management and the mother of scientific management?
a. Beverly von Haller Gilmer
b. Elsie Bregman
c. Marion Bills
d. Lillian Gilbreth

ANSWER: d

50. Who wrote the book *The Psychology of Management*?
a. Walter Dill Scott
b. Hugo Munsterberg
c. Lillian Gilbreth
d. Frederick Taylor

ANSWER: c

51. Which occurred during the period between World War I and the 1920s?
a. Organizational psychology became a more equal partner with industrial psychology.
b. The Army Alpha and Army Beta intelligence tests were administered for the first time.
c. The Hawthorne studies were conducted.
d. The civil rights movement led to a greater focus on fairness and discrimination issues.

ANSWER: b

52. The birth of organizational psychology has been viewed by many as marked by:
a. World War II.
b. Army Alpha and Army Beta testing.
c. the Hawthorne studies.
d. the civil rights movement.

ANSWER: c

53. In the Hawthorne studies, researchers attempted to manipulate which of these variables to see if it affected job performance?
a. light
b. noise level
c. room temperature
d. worker experience

ANSWER: a

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Chapter 1 - Multiple Choice

54. The Hawthorne studies illustrated that which of these were more important than the physical aspects of work?
a. social and psychological conditions
b. financial incentives
c. leaders
d. competencies
ANSWER: a

55. The Hawthorne studies illustrated that which of these conditions were more important than physical conditions?
a. individual
b. societal
c. economic
d. psychological
ANSWER: d

56. Which occurred during the time period between the 1930s and World War II?
a. The first I/O PhD was awarded to Bruce V. Moore.
b. The Army Alpha and Army Beta intelligence tests were administered for the first time.
c. The Hawthorne studies were conducted.
d. The civil rights movement led to a greater focus on fairness and discrimination issues.
ANSWER: c

57. Which occurred during the time period between World War II and the mid-1960s?
a. Organizational psychology became a more equal partner with industrial psychology.
b. The Army Alpha and Army Beta intelligence tests were administered for the first time.
c. Bruce V. Moore received the first PhD in I/O psychology.
d. Hugo Munsterberg published The Psychology of Management.
ANSWER: a

58. One of the university-based I/O psychology training programs that emphasized organizational issues rather than industrial issues was the:
a. Research Center for Group Dynamics at Massachusetts Institute of Technology.
b. Human Resources Lab at Carnegie Tech.
c. Human Resources Lab at Pennsylvania State University.
d. Quality of Work Life Center at the University of Maryland.
ANSWER: a

59. What is the research center developed after World War II to continue military-related I/O research?
a. SIOP
b. CISS

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c. ARI
d. IAAP
ANSWER: c

60. Which occurred during the time period between the 1960s and the mid-1980s?
a. The first I/O PhD was awarded to Bruce V. Moore.
b. The Army Alpha and Army Beta intelligence tests were administered for the first time.
c. The Hawthorne studies were conducted.
d. The civil rights movement led to a greater focus on fairness and discrimination issues.
ANSWER: d

61. During which time period did Division 14 of the APA change its name to the Division of Industrial and Organizational Psychology?
a. pre–World War I
b. World War I through the 1920s
c. the mid-1960s to the mid-1980s
d. the mid-1980s to the present day
ANSWER: c

62. The concern with ethnic and racial differences on selection tests and the fairness of those tests resulted from the:
a. need to match military recruits to jobs.
b. social, political, and legal climate of the 1960s.
c. "flattening" of organizations.
d. emphasis on the scientist/practitioner model in I/O psychology training programs.
ANSWER: b

63. What was one impact the civil rights movement of the 1960s had on I/O psychology?
a. At-will employment was deemed illegal.
b. Organizations were encouraged to embrace a flatter organizational structure.
c. I/O researchers began to focus more heavily on the importance of organizational development.
d. There was an increased focus on racial differences in employment tests.
ANSWER: d

64. From the mid-1980s to 2000, much I/O research has been focused on:
a. the human condition.
b. scientific management.
c. matching military recruits to jobs.
d. cognitive processes.
ANSWER: d

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Chapter 1 - Multiple Choice

65. Between 1986 and 2004, I/O doctoral programs increased by 50% and master's programs increased by:
a. 50%.
b. 100%.
c. 200%.
d. 500%.
ANSWER: c

66. In a 2023 study by Cropanzo et al., positions were increasingly filled by which of these rather than full-time employees?
a. contract/freelance workers
b. part-time employees
c. retirees
d. student workers
ANSWER: a

67. Jessi takes on extra work to earn money by mystery shopping in their free time. What is Jessi's mystery shopping classified as?
a. machine learning
b. side hustle
c. subbing
d. automation
ANSWER: b

68. In 2018, the California Supreme Court ruled that gig workers ought to be presumed to be which of these rather than independent contractors?
a. side hustlers
b. gig workers
c. employees
d. exempt workers
ANSWER: c

69. What is a benefit of side hustles?
a. increased flexibility
b. extra income
c. living in a locale they otherwise couldn't afford
d. These are all benefits
ANSWER: d

70. The process by which artificial intelligence uses algorithms, pattern recognition, and feedback to acquire new tasks and behaviors is known as:
a. competency selection.
b. gigging.

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c. machine learning.
d. automated erudition.

ANSWER: c

71. In a study by Wanberg et al. (2016), researchers found that age was negatively correlated with the:
a. quality of work.
b. applications for reemployment.
c. fears of being laid off.
d. speed of re-employment.

ANSWER: d

72. Artificial intelligence (AI) allows I/O psychologists to have the opportunity to do which of these?
a. Analyze jobs with AI.
b. Select and hire employees with AI.
c. Cut learning budgets by replacing learning with AI.
d. All of these are opportunities for I/O psychologists.

ANSWER: d

73. The use of contract workers and freelancers to fulfill roles traditionally held by full-time employees is known as:
a. the gig economy.
b. right-sizing.
c. work miniaturization.
d. micro working.

ANSWER: a

74. The gig economy refers to:
a. the tendency for organizations to implement many short-term projects rather than a few long-term projects.
b. increased use of contract and freelance workers.
c. the necessity for workers to create their brand to be appealing to organizations.
d. the increased interest in using cryptocurrency like Bitcoin to pay employees.

ANSWER: b

75. One emerging issue in workplace diversity is value differences among:
a. people from different educational institutions.
b. employees of different generations.
c. parents and nonparents.
d. telecommuters and traditional workers.

ANSWER: b

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Chapter 1 - Multiple Choice

76. Which of these aligns with the author's description of the importance of I/O psychology in the context of layoffs?
a. streamlining tasks to increase overall efficiency
b. providing emotional support to laid-off workers
c. implementing advanced technology to automate tasks and reduce the need for human labor
d. assisting remaining employees to adapt to a heavier workload
ANSWER: d

77. Companies conduct mass layoffs to be more competitive, efficient, or lean, but they often result in:
a. fewer employees asked to do more with less.
b. fewer employees asked to do less with more.
c. more employees asked to do less with more.
d. more employees asked to do more with less.
ANSWER: a

78. A recent conceptualization of leadership that focuses on followers' perceptions of leader behaviors as ethically right is known as:
a. good apples.
b. alpha leadership.
c. moralized leadership.
d. beta leadership.
ANSWER: c

79. When Kish-Gephart et al. (2010) talk about bad apples in terms of organizational ethics, they are referring to:
a. characteristics of people who make poor ethical choices.
b. characteristics of situations that lead to unethical decisions.
c. organizational characteristics that are defined by poor ethics.
d. individuals who convince others to make poor ethical choices.
ANSWER: a

80. When Kish-Gephart et al. (2010) talk about bad cases in terms of organizational ethics, they are referring to:
a. characteristics of people who make poor ethical choices.
b. characteristics of situations that lead to unethical decisions.
c. organizational characteristics that are defined by poor ethics.
d. particularly egregious examples of ethical lapses on the part of a company.
ANSWER: b

81. When Kish-Gephart et al. (2010) talk about bad barrels, they are referring to:
a. characteristics of people who make poor ethical choices.
b. characteristics of situations that lead to unethical decisions.

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Chapter 1 - Multiple Choice

c. organizational characteristics that are defined by poor ethics.
d. individuals who convince others to make poor ethical choices.

ANSWER: c

82. Another term for industrial psychology is:
a. personality psychology.
b. personnel psychology.
c. performance psychology.
d. organizational psychology.

ANSWER: b

83. One association many I/O psychologists join that focuses on the professional practice of human resource management is:
a. AHRM.
b. HARM.
c. HRAA.
d. SHRM.

ANSWER: d

84. The skills, behaviors, and capabilities that allow employees to perform specific functions are known as:
a. proficiencies.
b. talents.
c. competencies.
d. knacks.

ANSWER: c

85. A unique piece of scholarly research that is usually the last hurdle before obtaining a PhD is known as a:
a. treatise.
b. dissertation.
c. publication.
d. novella.

ANSWER: b

86. Tinotenda administers tests to job applicants to help them choose who should be hired. Tinotenda's work primarily involves which area of emphasis?
a. organizational development
b. training and development
c. performance appraisal
d. selection

ANSWER: d

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Chapter 1 - Multiple Choice

87. One major area that I/O psychologists focus on in their work is performance management. What is the definition of what this work might involve?

a. These psychologists counsel employees and give them advice on how to deal with problems in their work lives.
b. These psychologists develop tests to help them choose effective and qualified employees.
c. These psychologists assess whether employees are satisfied with their jobs.
d. These psychologists ensure that managers are using fair measures to assess employee effectiveness.

ANSWER: d

88. One major area that I/O psychologists focus on in their work is selection. What is the definition of what this work might involve?

a. These psychologists counsel employees and give them advice on how to deal with problems in their work lives.
b. These psychologists develop tests to help them choose effective and qualified employees.
c. These psychologists assess whether employees are satisfied with their jobs.
d. These psychologists ensure that managers are using fair measures to assess employee performance.

ANSWER: b

89. One major area that I/O psychologists focus on in their work is training and development. What is the definition of what this work might involve?

a. These psychologists counsel employees and give them advice on how to deal with problems in their work lives.
b. These psychologists develop tests to help them choose effective and qualified employees.
c. These psychologists assess whether employees are satisfied with their jobs.
d. These psychologists teach employees how to use new equipment.

ANSWER: d

90. Who wrote the book *Psychology and Industrial Efficiency*?

a. Kurt Lewin
b. Hugo Munsterberg
c. Walter Dill Scott
d. Lillian Gilbreth

ANSWER: b

91. Which book was written by Walter Dill Scott?

a. *The Theory of Advertising*
b. *Psychology and Industrial Efficiency*
c. *The Psychology of Management*
d. *The DSM-IV*

ANSWER: a

92. Bruce V. Moore's claim to fame is that he:

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Chapter 1 - Multiple Choice

a. is thought to have earned the first PhD in industrial psychology.
b. wrote *The Theory of Advertising*.
c. wrote *Psychology and Industrial Efficiency*.
d. founded the APA.

ANSWER: a

93. During the early development of I/O psychology, women primarily contributed through their work in industry, rather than academia. Why was this?
a. Women in academia tended to focus more on teaching than on conducting research.
b. Women in academia were more focused on issues that had little real-world relevance.
c. Opportunities for women in academia were limited.
d. Women were not interested in joining academia.

ANSWER: c

94. What is the research center developed after World War II to continue military-related I/O research?
a. SIOP
b. Scientific Management
c. AFHRL
d. IAAP

ANSWER: c

95. According to a 2018 LinkedIn article, from 2008-2018, what is one of the fastest-increasing trends in I/O psychology?
a. training methods
b. inclusion/diversity
c. globalization
d. physical ability tests

ANSWER: b

96. According to a 2018 LinkedIn article, from 2008-2018, what is one of the fastest-increasing trends in I/O psychology?
a. training methods
b. big data
c. stress/occupational health
d. physical ability tests

ANSWER: c

97. According to a 2018 LinkedIn article, from 2008-2018, what is one of the fastest-increasing trends in I/O psychology?
a. training methods
b. big data

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Chapter 1 - Multiple Choice

c. globalization
d. research methods

ANSWER: d

98. Which of these aligns with the author's description of the importance of I/O psychology in the context of layoffs?
a. helping laid-off workers become competitive for other job opportunities
b. authoring communication plans for layoffs
c. creating competitive role openings
d. implementing hiring restrictions

ANSWER: a

99. The COVID-19 outbreak created what kind of response in the workforce?
a. peaceful
b. divided
c. simplistic
d. uniform

ANSWER: b

100. Cubrich and colleagues (2022) characterized the pandemic as leading to working arrangements that were:
a. stable.
b. long-term.
c. part-time.
d. flexible.

ANSWER: c

101. Cubrich and colleagues (2022) characterized the COVID-19 pandemic as leading to working arrangements that were:
a. legal.
b. supportive.
c. insecure.
d. all of these.

ANSWER: c

102. Cubrich and colleagues (2022) characterized the COVID-19 pandemic as leading to working arrangements that were typically:
a. focused on safety.
b. lacking in legal protections.
c. temporary.
d. supportive of health.

ANSWER: c

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Chapter 1 - Multiple Choice

103. What is the topic in I/O that receives the highest media attention?
a. statistics
b. ethics
c. training
d. legislation

ANSWER: b

104. Research of moral licensing theory demonstrates that when people in positions of power perceived to wield their authority responsibly, are accused of harassment, then they will receive:
a. characteristics of the situation surrounding the ethical choice.
b. shaming by the community.
c. the benefit of the doubt.
d. accusations of wrongdoing.

ANSWER: c

105. One emerging issue related to layoffs is that older individuals who are laid off:
a. are more likely to receive a leadership position when they are rehired.
b. opt not to rejoin the workforce and retire instead.
c. take longer to find a new job than younger applicants.
d. tend to have a lighter workload when they are re-employed.

ANSWER: c

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