Managing Human Behavior in Public and Nonprofit Organizations 4th edition Denhardt Test Bank

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Test Bank | Chapter 2
Knowing and Managing Yourself

Multiple Choice

1. Which level of the self is motivated by the welfare of the group?
A) Individual
B) Group
C) Collective
D) Interpersonal

Ans: C

2. Which of the following is a competency of the self-management component of emotional intelligence?

A) Leadership
B) Integrity
C) Valuing diversity
D) Self-assessment

Ans: B

3. Brenda exhibits self-control, is trustworthy, adaptable, open to change, and has a strong desire to achieve. Which component of emotional intelligence is she exhibiting?
A) Self-management
B) Self-awareness
C) Social awareness
D) Social management

Ans: A

4. Bill has been described by his employees as an empathetic boss who values diversity and is cross-culturally sensitive. Which component of emotional intelligence are his employees recognizing?
A) Self-management
B) Self-awareness
C) Social awareness
D) Social management

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Ans: C

5. Employees with _____ locus of control have _____ absenteeism and are _____ involved in work.

A) External, less, more
B) Internal, more, less
C) External, more, less
D) Internal, less, more

Ans: D

6. Which of the following is NOT a self-imposed barrier to rising to leadership positions?
A) Overemphasis of personal goals
B) Turning competitors into enemies
C) Gaps in training
D) Needing to lead alone

Ans: C

7. _____ are the foundation upon which attitudes and personal preferences are formed and the basis for crucial decisions, life directions, and personal choice.
A) Personal values
B) Self-disclosure
C) Locus of control
D) Personality style

Ans: A

8. According to Kohlberg's model of moral development, in which of the following stages of development would cheating on an exam be considered acceptable?
A) Unconventional
B) Preconventional
C) Conventional
D) Postconventional

Ans: B

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9. Rebecca, who judges right and wrong based on her internalized principles, is in the _____ stage of moral development.

A) Unconventional
B) Preconventional
C) Conventional
D) Postconventional

Ans: D

10. Carl is driven by a desire to pursue work that achieves something of value, such as helping others. Which of the following is most likely his career anchor?

A) Autonomy/independence
B) Entrepreneurial creativity
C) Service/dedication to a cause
D) Lifestyle

Ans: C

11. Which psychologist described several aspects of the human psyche based on the way in which we take in and process information?
A) Ivan Pavlov
B) Abraham Maslow
C) Carl Jung
D) Sigmund Freud

Ans: C

12. Guardians tend to be _____ while Artisans tend to be _____.
A) Adaptable, sociable
B) Sociable, adaptable
C) Responsible, analytical
D) Analytical, responsible

Ans: B

13. Which of the following is NOT a characteristic of idealists?
A) Intense
B) Intuitive
C) Inspiring
D) Impulsive

Ans: D

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14. Raj tends to be optimistic and adaptable. Which of the following temperament does he exhibit?
A) Artisan
B) Guardian
C) Rational
D) Idealistic

Ans: B

15. Which of the following is NOT a characteristic of those with an internal locus of control?
A) Engage in actions to improve their environment
B) Ask more questions
C) Remember more information
D) Believe that what happens is caused by others

Ans: D

16. Jillian desires to climb to a leadership level in an organization so as to enable integration and coordination of the efforts of others. Which of the following is most likely her career anchor?
A) General Manager competence
B) Security/stability
C) Service/dedication to a cause
D) Autonomy/independence

Ans: A

17. Who was one of the first behavioral scientists to comment on the close connection between an individual's self-concept and his or her views of others?
A) Carl Rogers
B) Erich Fromm
C) Carl Jung
D) Abraham Maslow

Ans: B

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18. _____ tend to be symbolic and enthusiastic.
A) Artisans
B) Guardians
C) Rationalists
D) Idealists

Ans: D

19. Which of the following is NOT related to having an internal locus of control?
A) Ability to cope with stress
B) Promotability
C) Low satisfaction
D) Job involvement

Ans: C

20. For an employee with the _____ career anchor, flexibility is of primary importance.
A) Lifestyle
B) Autonomy
C) Entrepreneurial creativity
D) Pure challenge

Ans: B

21. The personality dimension of "conscientiousness" is described as the:
A) Degree in which a person is responsible, dependable, and has the ability to plan ahead
B) Degree is which a person is sociable, responsible, and ambitious
C) Degree to which a person is responsible, likable, and flexible
D) Degree to which a person is dependable, curious, and assertive

Ans: A

True/False

22. The interpersonal level of self is motivated by self-interest.
Ans: False

23. Cultural misunderstanding is frequently caused by a lack of awareness of differences in cultures.
Ans: True

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24. Social awareness is the ability to understand what one is feeling and how to direct those feelings.
Ans: False

25. People who do not trust others often are viewed by others as untrustworthy themselves.
Ans: True

26. The human value orientation views people and relationships in a negative manner.
Ans: False

27. Personality style refers to the manner in which individuals gather and process information.
Ans: True

28. The use of personality tests in hiring can lead to the creation of heterogeneous organizations.
Ans: False

29. The feeler needs a thinking type to persuade and conciliate feelings, to arouse enthusiasm and to sell or advertise, and to teach and forecast.
Ans: False

30. Interpersonal orientation identifies the underlying tendencies that the individual has to behave in certain ways regardless of circumstances or presence of others.
Ans: True

31. Studies have shown that people are less likely to trust leaders who are self-disclosing.
Ans: False

Essay

32. Discuss the components of emotional intelligence. What make up each of these components? Is emotional intelligence important in managing others? Why or why not?
Ans: Varies

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33. Describe the different types of value orientations. How do these fit in with personal values? How might people's behavior change based on their value orientation? Discuss using relevant examples.
Ans: Varies

34. Compare and contrast the instruments used to measure the components of self-awareness. What do each of the tests measure? Do they contribute to better hiring practices? Why or why not?
Ans: Varies

35. Define the five self-imposed barriers to rising to leadership positions in organizations. What are the ways to overcome these barriers? Discuss providing relevant examples.
Ans: Varies

36. Fully explore vision as it relates to self-awareness. Why is developing a vision important? Develop your own personal vision statement, utilizing the guidelines from the reading.
Ans: Varies

37. What is the Imposter Phenomenon? What has been the effect of this phenomenon on female managers?
Ans: Varies

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