Organizational Behavior v5 1st edition Bauer Test Bank

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Chapter 1
Organizational Behavior and You

MULTIPLE CHOICE

1. Organizational behavior is the study of:
    a. organizational strategy
    b. individuals and groups at work
    c. psychosis of individuals at work
    d. behavior of consumers

ANS: b
DIF: Easy
Bloom's: Knowledge
REF: Section 1.2

2. Organizational behavior may be analyzed at different levels of analysis. Studying how a manager's personality affects departmental effectiveness is an example of which level of analysis?
    a. organization
    b. individual
    c. group
    d. None of the available are true.

ANS: c
DIF: Hard
Bloom's: Application
REF: Section 1.2

3. What is the primary focus of organizational behavior?
    a. understanding and managing financial issues
    b. understanding and managing human behavior in organizations
    c. understanding and managing marketing strategies
    d. understanding and managing production processes

ANS: b
DIF: Easy
Bloom's: Knowledge
REF: Section 1.2

4. Which of the following is *not* a trend affecting organizational behavior?
    a. technological advancements
    b. globalization
    c. homogeneity in the workforce
    d. diversity and inclusion

ANS: c
DIF: Easy
Bloom's Knowledge

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REF: Section 1.3

5. Which trend influencing organizational behavior emphasizes the need for leaders to prioritize integrity, transparency, and accountability in decision-making processes?
    a. environmental sustainability
    b. inclusion and diversity
    c. technological advancements
    d. ethical leadership

ANS: d
DIF: Easy
Bloom's: Knowledge
REF: Section 1.3

6. What is a key aspect of the trend of inclusion and diversity influencing organizational behavior?
    a. adoption of automation technologies
    b. recognition of loneliness and the importance of equity and belonging in the workplace
    c. integration of artificial intelligence into work processes
    d. implementation of remote work policies

ANS: b
DIF: Easy
Bloom's: Knowledge
REF: Section 1.3

7. Which trend affecting organizational behavior involves the increasing use of digital tools and platforms to streamline business operations?
    a. inclusion and diversity
    b. environmental sustainability
    c. technological advancements
    d. ethical leadership

ANS: c
DIF: Easy
Bloom's: Knowledge
REF: Section 1.3

8. What is a significant implication of the trend of ethical leadership for organizational behavior?
    a. increased reliance on automation
    b. greater emphasis on environmental sustainability
    c. adoption of inclusive hiring practices
    d. promotion of integrity, transparency, and accountability in decision-making

ANS: d
DIF: Easy
Bloom's: Knowledge
REF: Section 1.3

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9. Scraping personal data about employees from social media and using them in organizational decision-making
    a. introduces data privacy concerns.
    b. may be necessary to protect the organization against poor publicity.
    c. is financially costly due to human resources to be dedicated to the task.
    d. is helpful in the creation of an ethical culture.

ANS: a
DIF: Easy
Bloom's: Knowledge
REF: Section 1.3

10. Which of the following is not one of the workplace trends facing organizations?
    a. increased technology and automation
    b. higher information quality
    c. aging workforce
    d. lack of employee engagement

ANS: b
DIF: Easy
Bloom's: Knowledge
REF: Section 1.3

11. How a company manages your data and respects your privacy is a(n) _____ decision.
    a. investor
    b. ethical
    c. human resources
    d. accounting

ANS: b
DIF: Easy
Bloom's: Knowledge
REF: Section 1.3

12. Evaluating organizations against the performance criteria of economic, social, and environmental viability refers specifically to:
    a. sustainable business practices
    b. strong employee engagement
    c. the triple bottom line
    d. six sigma metrics

ANS: c
DIF: Easy
Bloom's: Knowledge
REF: Section 1.3

13. Research indicates that the most important determinant of ethical behavior in an organization is
    a. firing employees who endorse being unethical.
    b. the leadership commitment to ethical behavior.

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c. having higher levels of monitoring.
d. distributing organizational rewards equally.

ANS: b
DIF: Moderate
Bloom's: Comprehension
REF: Section 1.3

14. For researchers, hypotheses are
a. entities that take on different values.
b. research tools that elicit respondents' reactions to specific questions.
c. the process of writing out thoughts and emotions on a regular basis.
d. tentative guesses for expected observations that can be tested.

ANS: d
DIF: Easy
Bloom's: Knowledge
REF: Section 1.4

15. An entity that takes on different values during the research process is:
a. a hypothesis
b. a variable
c. a survey
d. a field study

ANS: b
DIF: Easy
Bloom's: Knowledge
REF: Section 1.4

16. A famous study examined how different aspects of the work environment, such as lighting, the timing of breaks, and the length of the workday, impacted worker productivity. As this was conducted gathering survey data from real workers at an operational plant, it is an example of:
a. a field study
b. a case study
c. a lab study
d. a meta-analytic study

ANS: a
DIF: Hard
Bloom's: Application
REF: Section 1.4

17. Research conducted outside the workplace and performed under very controlled conditions is called a:
a. case study
b. survey
c. field study
d. lab study

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ANS: d
DIF: Easy
Bloom's: Knowledge
REF: Section 1.4

18. What is natural language processing (NLP) used for?
    a. analyzing financial data
    b. understanding and processing human language
    c. creating visualizations of data
    d. designing robotics systems
ANS: b
DIF: Easy
Bloom's: Knowledge
REF: Section 1.4

19. How do robot-human teams collaborate in manufacturing settings?
    a. robots perform all tasks while humans supervise
    b. humans and robots work independently on separate tasks
    c. humans and robots share tasks and responsibilities
    d. humans are replaced by robots entirely
ANS: c
DIF: Easy
Bloom's: Knowledge
REF: Section 1.4

20. What role does artificial intelligence (AI) play in natural language processing (NLP)?
    a. AI is not used in NLP.
    b. AI enables computers to understand and process human language.
    c. AI is only used for robotics research.
    d. AI is primarily used for data visualization.
ANS: b
DIF: Easy
Bloom's: Knowledge
REF: Section 1.4

21. Which of the following is an example of a chatbot application in organizations?
    a. analyzing market trends
    b. predicting customer behavior
    c. assisting with customer service inquiries
    d. performing medical diagnoses
ANS: c
DIF: Easy
Bloom's: Knowledge
REF: Section 1.4

22. During an experiment, the control group

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a. receives experimental manipulation.
b. is an entity that can take on different values.
c. receives no experimental manipulation.
d. is an entity that is subject to frequent change.

ANS: c
DIF: Easy
Bloom's: Knowledge
REF: Section 1.4

23. Santiago wants to thoroughly understand the issues that created the severe economic straits Boeing currently finds itself experiencing. He should consider what kind of a research study?
a. a case study
b. a survey
c. a field study
d. a laboratory study

ANS: a
DIF: Hard
Bloom's: Application
REF: Section 1.4

24. A hospital wanted to determine whether a wellness program that focused on walking to enhance employee health would cut down on employees' use of health benefits. Employees in the Accounting Department were invited to participate and received a $25 gift card for taking part in the program. Employees in the Laboratory Department did not participate in the program. Health benefits data were examined for both departments. This scenario represents which type of research study?
a. a case study
b. a survey
c. an experimental field study
d. a laboratory study

ANS: c
DIF: Hard
Bloom's: Application
REF: Section 1.4

25. A small University wanted to determine whether a wellness program that focused on walking to enhance employee health would cut down on employees' use of health benefits. Employees in the Liberal Arts Department were invited to participate and received a $50 gift card to Best Buy for taking part in the program. Employees in the Engineering Department did not participate in the program. Health benefits data were examined for both departments. In this scenario, the Liberal Arts Department employees are:
a. the treatment group
b. the control group
c. the survey group
d. the case group

ANS: a

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DIF: Hard
Bloom's: Application
REF: Section 1.4

26. A big University wanted to determine whether a wellness program that focused on walking to enhance employee health would cut down on employees' use of health benefits. Employees in the Liberal Arts Department were invited to participate and received a $50 gift card to Best Buy for taking part in the program. Employees in the Engineering Department did not participate in the program. Health benefits data were examined for both departments. The Engineering Department employees described in this scenario could be labeled the:
    a. treatment group
    b. control group
    c. case group
    d. survey group

ANS: b
DIF: Hard
Bloom's: Application
REF: Section 1.4

27. An organization using essay type performance reviews subjects thousands of completed performance evaluations to a text analysis. By comparing the number of words used and the emotional tone of the words, used, the analyses showed that when evaluating female employees, managers wrote shorter and used more negative words to describe employee performance. This is an example of which type of study?
    a. laboratory study
    b. case study
    c. machine learning
    d. meta-analysis

ANS: c
DIF: Hard
Bloom's: Application
REF: Section 1.4

28. Researchers use meta-analysis to
    a. compare a treatment group and a control group in an experiment.
    b. conduct a study in an actual organization.
    c. summarize research findings from studies on related topics.
    d. conduct an in-depth analysis of a single industry or company.

ANS: c
DIF: Moderate
Bloom's: Comprehension
REF: Section 1.4

29. A measure that is high in validity
    a. demonstrates a link between correlation and causation.
    b. shows consistency in measurement.

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c. indicates a strong relationship between two variables.
d. measures what it is intended to measure.

ANS: d
DIF: Easy
Bloom's: Knowledge
REF: Section 1.4

30. Lindsey administered a test to a job candidate three different times. She is looking at the scores and sees that they are 85, 87, and 85 out of 100, and notes that the scores are fairly consistent. In other words, the test is:
    a. valid
    b. reliable
    c. strong
    d. relevant

ANS: b
DIF: Hard
Bloom's: Application
REF: Section 1.4

31. In analyzing the data, a researcher notes that as employee absences increase, scores on performance evaluations decrease. This suggests
    a. there is a correlation between employee absenteeism and employee performance.
    b. employee absence causes poor performance.
    c. employee absence is a reliable measure.
    d. employee performance is a valid measure.

ANS: a
DIF: Hard
Bloom's: Application
REF: Section 1.4

32. What aspect of Big Data refers to its scale or scope?
    a. visibility
    b. variety
    c. veracity
    d. volume

ANS: d
DIF: Moderate
Bloom's: Comprehension
REF: Section 1.4

33. Predictive analytics is used in organizational behavior research to
    a. understand what has happened.
    b. focus on what is likely to happen.
    c. determine what should be done in the future.
    d. identify what changes must happen.

ANS: b

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DIF: Moderate
Bloom's: Comprehension
REF: Section 1.4

34. Which organizational behavior research method involves reading an in-depth description of a single company?
    a. case study
    b. survey research
    c. experimental research
    d. field study
ANS: a
DIF: Easy
Bloom's: Knowledge
REF: Section 1.4

35. An analytic approach that focuses on understanding what has happened in the past is:
    a. descriptive analytics
    b. prescriptive analytics
    c. data analytics
    d. predictive analytics
ANS: a
DIF: Easy
Bloom's: Knowledge
REF: Section 1.4

36. Which of the following research methods allows for the collection of data from a large sample of participants?
    a. case study research
    b. survey research
    c. experimental research
    d. flat research
ANS: b
DIF: Easy
Bloom's: Knowledge
REF: Section 1.4

37. What term refers to the process of acquiring knowledge or skills through experience?
    a. learning
    b. retention
    c. adaptation
    d. assimilation
ANS: a
DIF: Easy
Bloom's: Knowledge
REF: Section 1.5

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38. Which of the following is *not* a component of learning and retention?
    a. attention
    b. motivation
    c. feedback
    d. hierarchy

ANS: d
DIF: Easy
Bloom's Knowledge
REF: Section 1.5

39. What is suggested about creating flashcards and using these for quizzing as a learning tool?
    a. It's an ineffective method for retention of complex information.
    b. It's only necessary in situations which require overlearning.
    c. It's a good way to encode, retain, and test yourself all at one time.
    d. It's a good way to become stressed about test-taking.

ANS: c
DIF: Easy
Bloom's: Knowledge
REF: Section 1.5

40. Which of the following is accurate for learning?
    a. It needs to take place in a classroom setting.
    b. Skills and knowledge should be easy to acquire.
    c. Change in knowledge and skills should be permanent.
    d. All employees should have similar levels of knowledge.

ANS: c
DIF: Easy
Bloom's: Knowledge
REF: Section 1.5

41. Which of the following is related to learning?
    a. learner readiness to learn
    b. learner motivation to learn
    c. supportive learning environment
    d. All of the available are true.

ANS: d
DIF: Easy
Bloom's: Knowledge
REF: Section 1.5

42. When trying to memorize your nine-digit social security number, you probably memorized it in small groups such as 999-32-1990. This is an example of:
    a. chunking
    b. overlearning
    c. using mnemonic devices
    d. visualizing

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ANS: a
DIF: Easy
Bloom's: Knowledge
REF: Section 1.5

43. Which is accurate relating to overlearning?
    a. It is related to reduced performance and overload.
    b. It is useful for achieving performance in high stakes contexts.
    c. It is synonymous with cramming.
    d. Refers to the point where practice needs to be stopped.

ANS: b
DIF: Easy
Bloom's: Knowledge
REF: Section 1.5

44. Which of the following is *not* related to greater recall of information?
    a. grouping information into smaller units
    b. repetition
    c. viewing material as meaningful
    d. studying intensively a short time before an exam

ANS: d
DIF: Easy
Bloom's: Knowledge
REF: Section 1.5

45. By using a combination of oral and visual modes in a workplace presentation, the audience
    a. will probably be bored.
    b. tends to become overwhelmed with information.
    c. will typically retain only information presented visually.
    d. will more likely have their preferences met.

ANS: d
DIF: Moderate
Bloom's: Comprehension
REF: Section 1.5

46. Amar took geometry in high school but did not use this knowledge for years. During an internship in college, he needed geometry to solve a problem and found that he remembered how to apply the various formulas. In this situation, Amar was relying on:
    a. short-term memory
    b. long-term memory
    c. repetition
    d. chunking

ANS: b
DIF: Hard
Bloom's: Application
REF: Section 1.5

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47. Ichiro feels overwhelmed during the lengthy orientation program for his new job, as there's a lot to learn. He decides to begin grouping information he receives into categories, such as personnel, government regulations, and systems operations. After this point, connections begin to make sense and Ichiro feels more confident. What learning strategy is being used?
    a. chunking
    b. repetition
    c. motivation
    d. overlearning

ANS: a
DIF: Hard
Bloom's: Application
REF: Section 1.5

48. Learning and reviewing information multiple times over a longer period of time is a learning technique known as:
    a. memorizing
    b. assigning meaning
    c. repetition
    d. cramming

ANS: c
DIF: Easy
Bloom's: Knowledge
REF: Section 1.5

49. What statement is accurate about the benefits of notetaking as a learning tool?
    a. For most, taking notes is a distraction from the learning and retention process.
    b. Taking notes in longhand helps the learner encode and retain information better.
    c. Highlighting key words, concepts and phrases on a document is preferred over notetaking as a learning tool.
    d. Taking notes on a laptop is preferred because it allows the learner to take more notes at a faster rate.

ANS: b
DIF: Moderate
Bloom's: Comprehension
REF: Section 1.5

COMPLETION

50. The systematic study and application of knowledge about how individuals and groups act within the organizations where they work is called _____.

ANS: organizational behavior
DIF: Easy
Bloom's: Knowledge
REF: Section 1.2

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51. The three key levels of analysis in organizational behavior are _____, _____ and _____.
ANS: individuals; groups; organizations
DIF: Easy
Bloom's: Knowledge
REF: Section 1.2

52. Tomas is fully involved in and enthusiastic about his work and his firm. He strives to support the firm's mission and goals, while also improving his own talents. This is an example of _____.
ANS: employee engagement
DIF: Hard
Bloom's: Application
REF: Section 1.3

53. The triple bottom line refers to evaluating organizations against the three performance criteria of _____, _____, and _____ viability.
ANS: economic; social; environmental
DIF: Moderate
Bloom's: Comprehension
REF: Section 1.3

54. _____ consists of temporary and flexible jobs where organizations hire independent contractors instead of full time workers.
ANS: Gig economy
DIF: Easy
Bloom's: Knowledge
REF: Section 1.3

55. _____ are tentative guesses on an expected observation that can be tested.
ANS: Hypotheses
DIF: Easy
Bloom's: Knowledge
REF: Section 1.4

56. In an experimental design, the group that receives experimental manipulation is called the _____ group.
ANS: treatment
DIF: Easy
Bloom's: Knowledge
REF: Section 1.4

57. _____ is to accuracy in measurement, as _____ is to consistency in measurement.
ANS: Validity; reliability

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DIF: Moderate
Bloom's: Comprehension
REF: Section 1.4

58. _____ refers to a relationship between two variables.
ANS: Correlation
DIF: Easy
Bloom's: Knowledge
REF: Section 1.4

59. The three approaches to analytics refer to descriptive, _____, and prescriptive analytics.
ANS: predictive
DIF: Easy
Bloom's: Knowledge
REF: Section 1.4

60. _____ is defined as a relatively permanent change in knowledge or skill produced by experience.
ANS: Learning
DIF: Easy
Bloom's: Knowledge
REF: Section 1.5

61. _____ refers to continued studying and practice after initial proficiency has been achieved.
ANS: Overlearning
DIF: Easy
Bloom's: Knowledge
REF: Section 1.5

ESSAY

62. Identify each level of analysis in organizational behavior and provide an example of each.

ANS: The first level is that of the individual. When I am examining my personality to assess how I handle ambiguity and how flexible I am, I am using individual analysis.

The second level is the group level. When I look at how my decision on a topic changes because of who I am working with on a project, I am performing group analysis.

Finally, the third level is the organization level. When I look at the dress policy of my company and how it impacts what I wear to work on a daily basis, I am performing organization analysis.
DIF: Hard
Bloom's: Application

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REF: Section 1.2

63. Define organizational behavior and briefly discuss some of the other disciplines from which it draws to create its theories and models.

ANS: Organizational behavior is the systematic study and application of knowledge about how individuals and groups act within the organizations where they work.

OB is rooted in such disciplines as political science (power and influence), medical science (stress and its impact), sociology (team processes), and psychology (personality and motivation).
DIF: Moderate
Bloom's: Comprehension
REF: Section 1.2

64. Sam is choosing his classes for next term at State University. His advisor suggests he take Organizational Behavior. Sam says, "Why would I take that class? It's all common sense anyway." Take the role of his advisor and sell Sam on the value of the course.

ANS: Organizational behavior matters because of all the things individuals, employers, and organizations care about. You care about getting a good job, making better decisions, and keeping your stress level as low as possible. Each of these topics is discussed in the course.

Employers care about OB because it prepares employees to be better communicators, enhances their interpersonal skills, and enhances a strong work ethic.

Organizations care about OB because time and time again it has been found that people make the organization. To learn how to help yourself, your group and your organization, take OB.

Now you may say that OB is all common sense, but research continually indicates to us that individuals have faulty memories and that their perceptions do not always match reality. The study of OB addresses all these concerns and assists us in being better employees who are more satisfied and productive. If a course assists you in all these ways, doesn't it seem like it's worth taking?
DIF: Hard
Bloom's: Application
REF: Section 1.2

65. Define the concept of triple bottom line. Include an example which describes this concept in action.

ANS: A triple bottom line is evaluating organizations against three performance criteria including economic, social, and environmental viability. Walmart, for example, looked at the impact packaging for its products had on its costs, on the environment, and on its customers. Its findings led to the chain's requirements for all suppliers to make smaller packages.
DIF: Hard
Bloom's: Application

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REF: Section 1.3

66. What are some key trends that produce challenges and opportunities for organizational behavior?

ANS: Technology advancements and trends present several opportunities and challenges to organizational behavior, including remote work, the use of AI and automation, and online data privacy concerns. The rise of remote work has been a transformative trend in the modern workforce and remains prevalent and attractive to employees and employers alike, with many companies adopting hybrid work models that combine in-office and remote work to accommodate employee preferences and enhance organizational resilience. This shift has profound implications for organizational behavior, requiring leaders to foster virtual collaboration, maintain employee engagement, and rethink traditional approaches to performance management and organizational culture in a remote or hybrid work environment.
The rise of artificial intelligence (AI) and automation has profound implications for organizational behavior, fundamentally altering how work is conducted, managed, and perceived. AI technologies enable the automation of routine tasks, decision-making processes, and complex cognitive functions. Online data privacy concerns have become prevalent due to hacking, human error, and data scraping from social media and other websites with 81 percent of Americans saying they are concerned about the data companies collect about them.

The rise of an emphasis on inclusion, equity, and diversity (IE&D), as well as changes in workforce demographics in society and the workplace, represent a transformative shift towards creating more equitable and inclusive environments that value and celebrate differences. In society, increasing awareness of and advocacy for marginalized groups have led to greater recognition of the importance of diversity and inclusion in fostering social cohesion and addressing systemic inequalities.

Companies are beginning to examine their practices not just for greater profitability, but also for greater sustainability. It is of great interest to many firms that the environment is turned over to our future generations in a condition that will not only sustain our children but allow them to grow and prosper.

Globalization has significantly impacted organizational behavior, reshaping the dynamics of the workplace and necessitating new approaches to management and leadership. With the increasing interconnectedness of economies and cultures, organizations now operate in diverse and multicultural environments, requiring leaders to navigate complex cross-cultural interactions and effectively manage diverse teams.
DIF: Hard
Bloom's: Analysis
REF: Section 1.3

67. Briefly describe the difference between a control group and a treatment group. What is their importance in organizational behavior research?

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ANS: In a study employing an experimental design, the control group is the group that does not receive any experimental manipulation, while a treatment group is the group that does receive the experimental manipulation.
A comparison between the two groups indicates the impact the treatment had in the study.
DIF: Moderate
Bloom's: Comprehension
REF: Section 1.4

68. Differentiate between a causal and a correlational relationship. Provide an example which demonstrates these relationships.

ANS: A causal relationship is one in which one variable, event, or situation causes a second variable, event, or situation to occur. For example, individuals in asbestos-insulated buildings often contract cancer, and asbestos has been shown to be a carcinogen. Thus, asbestos causes cancer.

A correlational relationship is one in which the strength of the relationship between two variables is measured. For example, research indicates that as job satisfaction increases, so does job performance. Job satisfaction does not cause job performance, it simply increases it.
DIF: Hard
Bloom's: Analysis
REF: Section 1.4

69. Describe a field study that you could carry out in a 20-person customer service department of a firm to assess the impact a monetary bonus has on the speed with which a task is completed.

ANS: The researcher could conduct a field study using an experimental design to address this scenario.

First divide the department into two groups. One group will be the control group and will not be subjected to any experimental manipulation and will continue to perform its job exactly as it has in the past. The second group will be the treatment group. This group will receive the monetary bonus.

Next decide on the monetary bonus. For purposes of this experiment, we will use a $5 gift certificate as the bonus. Next, determine the standards in place that will measure performance. In this scenario, the job is to handle incoming customer phone calls, some positive, some negative. The former standard of performance was to complete each phone call in 12 minutes. The new standard is to complete each call in 10 minutes.

All customer service representatives are required to meet the new standard. For the treatment group, however, every time a representative does complete a phone call in 10 minutes or less, he or she will receive a gift card. Those in the control group have the new standard but they have no card provided them for calls less than or equal to the 10-minute mark.

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When comparing the results of the experiment, see how many more calls make the standard established in the treatment group compared to the control group. If there are a higher number of calls in the treatment group than the control group, you have established that the bonus card system is an effective incentive.
DIF: Hard
Bloom's: Analysis
REF: Section 1.4

70. Review three general techniques that students may use to help maximize their learning success.

ANS: Three strategies help students maximize their learning: effective notetaking, quizzing, and internships and practicums.

Effective notetaking: Taking notes during lectures and on assigned readings is a common way for students to learn and retain information. In a study comparing notes taken using a laptop versus writing them out in longhand found some interesting differences. Those taking notes on a laptop produced more notes than those writing them out longhand. However, those who wrote them out in longhand had better retention. If verbatim retention is needed, laptop notetaking may be better. But, if the goal is to encode and retain information, taking notes in longhand may be preferred. One way to consider the best of both of these approaches is to take notes in longhand using a computer stylus on a laptop that accepts screen input. This allows you to obtain the benefits of both approaches.

Quizzing: Until you actually test the assumption that you have effectively integrated the new information into your memory, it is tough to know if you can recall that information. Thus, quizzing yourself and taking prepared quizzes are great ways to see if you really know as much as you think you do. And, if you find areas where your knowledge is not solid, you can focus more time and attention on studying those areas and less on areas where you've already mastered the knowledge.

Internships and Practicums: There is no substitute for hands-on experience as a way to learn. In addition, students who have more work experience are more successful in securing employment. Both internships and practicums are ways for students to gain experience, and students should try to complete as many as possible while earning their degrees.
DIF: Moderate
Bloom's: Comprehension
REF: Section 1.5

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