Essentials of Organizational Behavior v5 1st edition Bauer Test Bank

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Chapter 1
Organizational Behavior and You

TRUE/FALSE

1. Organizational behavior is the systematic study and application of knowledge about how individuals and groups act within the organizations where they work.
ANS: T DIF: Easy REF: Section 1.1

2. Emile is seated in a lecture where the instructor is discussing personality. She is most likely in a sociology class.
ANS: F DIF: Easy REF: Section 1.1

3. The three levels of analysis examined by organizational behavior research are individual, organization, and society.
ANS: F DIF: Easy REF: Section 1.1

4. If I am examining how my manager's behavior influences my work group, I am looking at the organizational level of analysis in the organizational behavior discipline.
ANS: F DIF: Easy REF: Section 1.1

5. Organizational behavior matters because it analyzes what you care about, what employers care about, and what organizations care about.
ANS: T DIF: Easy REF: Section 1.1

6. Successful organizations tend to limit the amount of information shared by maintaining a centralized structure.
ANS: F DIF: Easy REF: Section 1.1

7. Research shows that those organizations that are more effective limit the amount of feedback they provide employees, limit the amount of information shared, and allow roles to be ambiguous.
ANS: F DIF: Easy REF: Section 1.1

8. Those firms that are categorized as successful tend to pay employees well, train employees, and reduce status differences.
ANS: T DIF: Easy REF: Section 1.1

9. Financially, there is little incentive to attain a higher-level degree.
ANS: F DIF: Easy REF: Section 1.1

10. The unemployment rate decreases as the level of education attained increases.

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ANS: T DIF: Easy REF: Section 1.1

11. In general, the more training you have, the more financial success you will achieve.
ANS: T DIF: Easy REF: Section 1.1

12. The discipline of organizational behavior is simply common sense.
ANS: F DIF: Easy REF: Section 1.1

13. The federal government passed the Sarbanes-Oxley Act as a long-term solution to dealing with unethical behavior.
ANS: F DIF: Easy REF: Section 1.2

14. Employee engagement has a significant impact on the corporate bottom line.
ANS: T DIF: Easy REF: Section 1.4

15. Research by Gallup indicates that only 20 percent of employees are disengaged from their organization.
ANS: F DIF: Easy REF: Section 1.4

16. The triple bottom line refers to evaluating organizations against the three performance criteria of social viability, economic viability, and demographic viability.
ANS: F DIF: Easy REF: Section 1.1

17. One of the major challenges facing organizations today is how to reconcile the accountability publicly owned firms have in generating wealth for shareholders while attending to the triple bottom line.
ANS: T DIF: Easy REF: Section 1.1

18. A primary challenge to be addressed by organizational behavior is managing people of different generations who have different values with regard to teamwork, rewards, and work-life balance.
ANS: T DIF: Easy REF: Section 1.1

19. Organizational behavior provides organizations the tools to address the technological, societal, and cultural issues arising today and create an environment that is mutually beneficial to the firm and its employees.
ANS: T DIF: Easy REF: Section 1.1

20. When employees are happier, their units tend to be more profitable.
ANS: T DIF: Easy REF: Section 1.1

21. Employee surveillance software saw widespread adoption during the pandemic.
ANS: T DIF: Easy REF: Section 1.2

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MULTIPLE CHOICE

22. According to the authors of *Essentials of Organizational Behavior*, a company's greatest asset is its:
    a. product
    b. financial resources
    c. people
    d. location

ANS: C DIF: Easy REF: Section 1.1
KEY: Bloom's Taxonomy: Knowledge

23. Maurice is enrolled in a career development class at his university. Which of the following statements best reflects important themes in the course?
    a. All students have common experiences and capabilities so an organization's career development activities should look the same for everyone.
    b. Learn as much as you can in as many areas as you can in college because you will not learn much more throughout your work life.
    c. Once individuals choose their first job and the organization in which they work, they make very few changes throughout the rest of their work lives; so choose carefully.
    d. Career paths will look different for different people, so it's best to focus on transferrable skills, such as the ability to diagnose situations, ask tough questions, evaluate answers, and act in effective and ethical manners.

ANS: D DIF: REF: Section 1.1
KEY: Bloom's Taxonomy: Synthesis

24. A key level of analysis investigated in organizational behavior is:
    a. industry
    b. individual
    c. meta
    d. society

ANS: B DIF: Easy REF: Section 1.1
KEY: Bloom's Taxonomy: Knowledge

25. The systematic study and application of knowledge about how individuals and groups act within the organizations where they work is:
    a. clinical psychology
    b. organizational behavior
    c. sociology
    d. economics

ANS: B DIF: Easy REF: Section 1.1
KEY: Bloom's Taxonomy: Knowledge

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26. Organizational behavior is an interdisciplinary field that draws on all of the following areas except:
    a. psychology
    b. sociology
    c. economics
    d! All of the above are correct.

ANS: D DIF: Easy REF: Section 1.1
KEY: Bloom's Taxonomy: Recall

27. Which of the following best describes how psychology can be applied to enhance our understanding of organizational behavior?
    a. Psychology is primarily focused on society, so it helps us understand how organizations influence the world we live in.
    b. Psychology is primarily focused on individuals, so it helps us understand how the work environment impacts employees' experiences and behavior.
    c. Psychology is primarily focused on group processes, so it helps us understand how teams of employees interact with one another.
    d. Psychology is primarily focused on systems, so it helps us understand how organizations impact other organizations.

ANS: B DIF: Difficult REF: Section 1.1
KEY: Bloom's Taxonomy: Synthesis

28. Organizational behavior is
    a. common sense.
    b. a systematic approach to understanding human behavior.
    c. only relevant for large businesses.
    d. most important for executives.

ANS: B DIF: Medium REF: Section 1.1
KEY: Bloom's Taxonomy: Comprehension

29. Organizational behavior draws heavily on personality and motivation studies from what other discipline?
    a. psychology
    b. physiology
    c. economics
    d. political science

ANS: A DIF: Easy REF: Section 1.1
KEY: Bloom's Taxonomy: Comprehension

30. Work on decision making has been conducted in what area?
    a. anthropology
    b. humanities
    c. economics
    d. philosophy

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ANS: C DIF: Easy REF: Section 1.1
KEY: Bloom's Taxonomy: Comprehension

31. Work on team processes has been carried out in what area?
    a. sociology
    b. finance
    c. economics
    d. physics
ANS: A DIF: Easy REF: Section 1.1
KEY: Bloom's Taxonomy: Comprehension

32. During the first day of an organizational behavior class at your university, the instructor tells the students that during the term they will learn all of the following *except*:
    a. How to work effectively on team projects.
    b. How to make more effective decisions about their academic and social lives.
    c. How different organizations interact with each other.
    d. How to cope with the stress of finals week.
ANS: C DIF: Easy REF: Section 1.1
KEY: Bloom's Taxonomy: Comprehension

33. A recent National Association of Colleges and Employers survey indicated all of the following are important skills for evaluating job candidates *except* the ability to:
    a. verbally communicate
    b. dress the part
    c. work in a team structure
    d. analyze data
ANS: B DIF: Easy REF: Section 1.1
KEY: Bloom's Taxonomy: Comprehension

34. Which of the following is accurate according to organizational behavior research?
    a. Successful companies are more centralized.
    b. Successful companies emphasize the status differences between their employees.
    c. Successful companies have very simple and informal hiring systems.
    d. Successful companies treat their employees well.
ANS: D DIF: Easy REF: Section 1.1
KEY: Bloom's Taxonomy: Knowledge

35. Which of the following is likely to help produce an effective organization?
    a. A firm that controls its labor costs by limiting training opportunities to only a few employees.
    b. A firm that maintains two separate cafeterias for employees: one for executives and managers and one for everyone else.

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c. A firm where information is shared on a "need-only" basis.
d. A firm that employs selective hiring practices.

ANS: D DIF: Difficult REF: Section 1.1
KEY: Bloom's Taxonomy: Evaluation

36. Research indicates that all of the following characteristics produce healthy organizations *except*:
a. reducing status differences.
b. participative decision making.
c. information sharing.
d. limited feedback.

ANS: D DIF: Medium REF: Section 1.1
KEY: Bloom's Taxonomy: Analysis

37. Rosario is examining a summary chart on four firms' organizational characteristics. She feels which of the organizations below is most likely to have the greatest chance to be successful in the next year?
a. Organization A uses self-managed teams, pays its workers a little above the average for the industry and has regular "state of the business meetings."
b. Organization B has a pay policy that is below the industry average for most job categories, maintains special parking, cafeteria, and restroom facilities for its managers, and conducts performance appraisals every two years.
c. Organization C has gone through regular quarterly lay-offs the last few quarters, established a policy last month where all decisions involving the expenditure of fifty dollars or more must be approved by two managers and has temporarily suspended all performance evaluations for the year.
d. Organization D maintains a training program that is very selective with regard to employee involvement. They recently instituted a large-scale job flexibility program that "blurs" the lines between job duties and passed a strict pay secrecy policy last month.

ANS: A DIF: Difficult REF: Section 1.1
KEY: Bloom's Taxonomy: Synthesis

38. Research indicates that effective organizations tend to
a. centralize their entire decision making.
b. have a very large differential in pay between the lowest paid employee and the CEO.
c. hire the first person available for any job opening.
d. provide training and other developmental opportunities to employees.

ANS: D DIF: Medium REF: Section 1.1
KEY: Bloom's Taxonomy: Application

NARRBEGIN: Table 1.1. Unemployment Rates and Earnings by Educational Attainment

Unemployment Rate	**Educational Degree**	**Median Weekly Earnings**

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(Percent)		(U.S. Dollars)
1.6	Doctoral Degree	2,109
1.2	Professional Degree	2,206
2.0	Master's Degree	1,737
2.2	Bachelor's Degree	1,493
2.7	Associate's Degree	1,058
3.3	Some College, no degree	992
3.9	High School Diploma	899
5.6	Some High School	708

NARREND

39. The information on the preceding table indicates
    a. In general, the higher the educational level, the higher the pay.
    b. there is a negative return to investment in education.
    c. the level of educational degree does not matter, it is whether you have a degree or not.
    d. unemployment rates increases as you increase educational attainment level.

ANS: A DIF: Difficult REF: Section 1.1
KEY: Bloom's Taxonomy: Evaluation

NARRBEGIN: Table 1.2. Unemployment Rates and Earnings by Educational Attainment

Unemployment Rate (Percent)	Educational Degree	Median Weekly Earnings (U.S. Dollars)
1.6	Doctoral Degree	2,109
1.2	Professional Degree	2,206
2.0	Master's Degree	1,737
2.2	Bachelor's Degree	1,493
2.7	Associate's Degree	1,058
3.3	Some College, no degree	992
3.9	High School Diploma	899
5.6	Some High School	708

NARREND

40. Which is likely, given the data in the preceding table?
    a. The more training an individual has, the more financial success they enjoy.
    b. There is a negative financial return to higher-level degree attainment.
    c. Unemployment levels increase as educational level increases.
    d. Financially, there is little incentive to achieve a higher-level degree.

ANS: A DIF: Difficult REF: Section 1.1
KEY: Bloom's Taxonomy: Synthesis

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41. Tom Peters, management expert, suggests individuals think of themselves like a brand to be managed. Such brand management might include all of the following actions *except*:
    a. appreciate new technology
    b. avoid uncertainty
    c. master something
    d. network

ANS: B DIF: Medium REF: Section 1.1
KEY: Bloom's Taxonomy: Comprehension

42. To be effective in keeping up your skill set in the future, make sure to
    a. purchase and use every new technological gadget that comes out on the market.
    b. make as many connections as you can on Facebook, Twitter, or LinkedIn.
    c. avoid change as much as you can.
    d. excel at something so it sets you apart.

ANS: D DIF: Difficult REF: Section 1.1
KEY: Bloom's Taxonomy: Synthesis

43. Journaling is an effective developmental technique. Which of the following is true about the process of journaling?
    a. Writing your thoughts down increases your stress level as you re-live the events you write about.
    b. Thinking about your day is as effective as writing it down.
    c. You must write down your thoughts a minimum of 30 minutes a day to derive any benefits from the process.
    d. Tracking changes in yourself can be motivating.

ANS: D DIF: Medium REF: Section 1.1
KEY: Bloom's Taxonomy: Analysis

44. Which of the following is accurate according to organizational behavior research?
    a. We all have excellent perception and readily attend to those things we should.
    b. We all understand and use the logical approach to decision making.
    c. People perform better if goals are difficult rather than easy.
    d. Brainstorming in a group is more effective than brainstorming alone.

ANS: C DIF: Difficult REF: Section 1.1
KEY: Bloom's Taxonomy: Synthesis

45. What is the common denominator of how work is accomplished within organizations?
    a. money
    b. time
    c. people
    d. executive leadership

ANS: C DIF: Easy REF: Section 1.1

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KEY: Bloom's Taxonomy: Knowledge

46. Stress and how it affects individuals is related to _____ and its contributions to organizational behavior.
    a. finance
    b. economics
    c. sociology
    d. medical science
ANS: D DIF: Easy REF: Section 1.1
KEY: Bloom's Taxonomy: Knowledge

47. 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 REF: Section 1.1
KEY: Bloom's Taxonomy:

48. Research indicates that the most important determinant of ethical behavior in an organization is
    a. the establishment of policies prohibiting unethical behavior.
    b. the passage of laws requiring ethical behavior.
    c. manager commitment to ethical behavior.
    d. the establishment of rules requiring greater accountability.
ANS: C DIF: Medium REF: Section 1.2
KEY: Bloom's Taxonomy: Analysis

49. Trends in all of the following areas represent challenges for organizational behavior *except* increasing:
    a. technological innovation
    b. employee engagement
    c. access to information
    d. attention to sustainable business practices
ANS: B DIF: Medium REF: Section 1.2
KEY: Bloom's Taxonomy: Application

50. The triple bottom line refers to evaluating an organization on all of the following performance criteria *except*:
    a. demographic
    b. economic
    c. social
    d. environmental
ANS: A DIF: Easy REF: Section 1.2
KEY: Bloom's Taxonomy: Knowledge

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51. Which of the following statements is *incorrect* with regard to trends that organizational behavior is addressing?
    a. The workforce is getting younger and thus their integration into most organizations will be seamless.
    b. Gig workers will become increasingly more common.
    c. The world is "flattening" so information access is increasing.
    d. Outsourcing is becoming a way of life in many organizations.

ANS: A DIF: Medium REF: Section 1.2
KEY: Bloom's Taxonomy: Application

52. Offshoring is
    a. asking an outside organization to perform functions that could have been performed within the organization.
    b. the movement of a business practice from one country to another country.
    c. purchasing a firm from a foreign country.
    d. most prevalent in the auto industry.

ANS: B DIF: Easy REF: Section 1.2
KEY: Bloom's Taxonomy: Comprehension

53. In analyzing trends that present challenges for organizational behavior, which of the following is *incorrect*?
    a. Outsourcing offshore presents a challenge managing teams of different nationalities and culture.
    b. A flattening world creates an uneven playing field with regard to information access.
    c. Sustainable business practices are those that meet present needs without compromising the needs of future generations.
    d. The gig economy is changing the nature of the employment contracts.

ANS: B DIF: Difficult REF: Section 1.2
KEY: Bloom's Taxonomy: Synthesis

54. The control an individual has over their own online information collection, storage, and reporting is
    a. data privacy
    b. online permissions
    c. ethical data
    d. flatworld sourcing

ANS: A DIF: Easy REF: Section 1.2
KEY: Bloom's Taxonomy: Comprehension

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

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ANS: B DIF: Difficult REF: Section 1.2
KEY: Bloom's Taxonomy: Synthesis

56. As a way to identify trust factors for information, Santa Clara University helped to establish The Trust Project, which recommends all of these practices *except*:
    a. checking the source of the information
    b. know what you are reading-differentiate between opinion and fact
    c. only read information from the same source
    d. know who wrote the story and their expertise
ANS: C DIF: Medium REF: Section 1.2
KEY: Bloom's Taxonomy: Application

57. Which of the following was not a challenge for those who were required to work remotely early in the pandemic?
    a. difficulties in work-life balance
    b. communication challenges
    c. procrastination
    d! All of the above were challenges.
ANS: D DIF: Easy REF: Section 1.2
KEY: Bloom's Taxonomy: Knowledge

58. Offshoring means sending jobs previously done in one country to another:
    a. state
    b. country
    c. city
    d. town
ANS: B DIF: Easy REF: Section 1.2
KEY: Bloom's Taxonomy: Knowledge

59. 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 REF: Section 1.2
KEY: Bloom's Taxonomy: Knowledge

60. 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 REF: Section 1.2
KEY: Bloom's Taxonomy: Knowledge

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61. Which of the following is *not* a component of learning and retention?
  a. attention
  b. motivation
  c. feedback
  d. hierarchy
ANS: D DIF: Easy REF: Section 1.2
KEY: Bloom's Taxonomy: Knowledge

62. 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 REF: Section 1.2
KEY: Bloom's Taxonomy: Knowledge

63. 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 REF: Section 1.2
KEY: Bloom's Taxonomy: Knowledge

64. 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 REF: Section 1.2
KEY: Bloom's Taxonomy: Knowledge

65. 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 REF: Section 1.2
KEY: Bloom's Taxonomy: Knowledge

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66. 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 REF: Section 1.2
KEY: Bloom's Taxonomy: Knowledge

67. 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 REF: Section 1.2
KEY: Bloom's Taxonomy: Knowledge

68. 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 REF: Section 1.2
KEY: Bloom's Taxonomy: Knowledge

69. 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 REF: Section 1.2
KEY: Bloom's Taxonomy: Knowledge

COMPLETION

70. The systematic study and application of knowledge about how individuals and groups act within the organizations where they work is called _____.
ANS: organizational behaviorDIF: Easy REF: Section 1.1

71. The three key levels of analysis in organizational behavior are _____, _____, and _____.
ANS: individuals; groups; organizations) DIF: Easy REF: Section 1.1

72. Maurice is trying to understand why Mary agrees with him about the cost of the manufacturing program when he talks with her on the phone but is vehemently

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opposed when they are in a department meeting. Maurice needs to analyze this issue at the _____ level.
ANS: group DIF: Easy REF: Section 1.1

73. Nancy is the new employee and Maureen has decided to talk to her about the dress policy in the firm, the manner in which expense reports are filled out, the employees that tend to sit together at lunch, and various other related issues. Maureen is offering a look at the company's culture that is at the _____ level of analysis.
ANS: organization DIF: Easy REF: Section 1.1

74. In general, as level of degree attainment increases, the unemployment rate _____.
ANS: decreases DIF: Easy REF: Section 1.1

75. In general, the higher the _____, the more money you will make.
ANS: degree you attain DIF: Easy REF: Section 1.1

76. As job satisfaction increases, so does job performance. This is an example of the _____ between two variables.
ANS: correlation DIF: Easy REF: Section 1.1

77. Alexander is enthused about his firm and consistently uses his talents to further the organization's success. Alexander is an example of a(n) _____ employee.
ANS: engaged DIF: Easy REF: Section 1.2

78. The triple bottom line refers to evaluating organizations against the three performance criteria of _____, _____, and _____ viability.
ANS: economic; social; environmental DIF: Easy REF: Section 1.2

SHORT ANSWERS

79. Briefly indicate the manner in which organizational behavior can help you deal with the fact that you are likely to change jobs multiple times in your career.

ANS: The number of job changes the average student will go through makes it necessary for all employees to be lifelong learners. Organizational behavior will help develop critical thinking skills that will help you diagnose situations, ask tough questions, evaluate the resulting answers and act in an effective and ethical manner regardless of situational characteristics.
DIF: Easy REF: Section 1.1

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80. Identify each of the levels of analysis in organizational behavior and give 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: Medium REF: Section 1.1

81. Define the concept of triple bottom line.

ANS: A triple bottom line is evaluating organizations against three performance criteria including economic, social, and environmental viability. For example, Allbirds is a San Francisco–based company also seeking to make money while making a difference by creating environmentally sustainable footwear. Their products are crafted with natural materials such as wool to make shoes with a smaller ecological footprint, and their business is booming.
DIF: Easy REF: Section 1.2

ESSAY

82. Define organizational behavior and 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: Easy REF: Section 1.1

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

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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: Medium REF: Section 1.1

84. Counsel a newly hired, 22-year-old man on keeping up with his skill set.

ANS: The world is a much more dynamic place today than it has ever been before. In fact, the one constant in life is change. With change come new demands, so the best way to meet that challenge is to become a lifelong learner.

Lifelong learners keep their skill set fresh. It is suggested that every 6 years your portfolio of skills should be revolutionized.

With so many accomplished individuals with whom you are competing, it is imperative that you master some skill that will set you apart from the others.

Recognize that with change comes uncertainty and ambiguity. Don't run from either. Approach the novel situation as an opportunity.

Network, network, network. But recognize that effective networkers are not those who simply have the most "friends" on Facebook or MySpace. Quality trumps quantity any day.

Finally, appreciate the new technology. You don't have to buy every new gadget that comes out but do keep up with what is new and how it might impact you.
DIF: Medium REF: Section 1.2

85. What are some of the key trends that produce challenges and opportunities for organizational behavior?

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ANS: During the COVID-19 pandemic, many businesses quickly had to shut down their physical locations and convert many of their employees to remote work. In some industries such as professional services and technology, these changes may be long lasting. Burnout, zoom fatigue, maintaining a sense of belongingness, and integrating newcomers to businesses without actually meeting in person are among some of the challenges of increased prevalence of remote work. On the positive side, increased autonomy, cost savings, reduced time spent commuting, and potential for greater work-life balance are among the possible benefits of this trend.

In light of the scandals of Wells Fargo, Enron Corp., Facebook, Volkswagen, and Samsung, a judgment has to be made on the ethical behavior exhibited—they have all been examples of what can be described in terms ranging from poor judgment to outright illegal behavior. The seemingly endless announcements of unethical behavior represent a challenge to firms as to how to encourage and sustain ethical behavior.

Online data privacy is a concern for individuals, and for the companies that capture this data. Governments are starting to regulate how companies manage data.

Technology has transformed the way work gets done and has created many great opportunities. This was further accelerated during the COVID-19 pandemic, which led to a heavier reliance on technology and automation than ever before. The nexus of increasing personal computing power, the internet, and nanotechnology are allowing things to be created that weren't even imaginable sixty years ago. The trend toward remote and hybrid workplaces is possible due to advances such as the cloud and collaboration tools such as Zoom and Slack. Advances in artificial intelligence and machine learning pose interesting opportunities for businesses.

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.

The workforce in America is an aging one. While that represents many work opportunities for young people who will replace retirees, it also threatens many firms as the retirees take with them knowledge which is so vital to the continued growth and development of the firm.

The increasing globalization of business, with the regular practice of outsourcing and offshoring to address labor costs, represents challenges of culture integration and acceptance.
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