Test Bank for Human Relations in Organizations 12th Lussier

Access Complete Test Bank for Human Relations in Organizations 12th Lussier

Human Relations in Organizations 12th Edition by Lussier CH01

ANSWERS ARE LOCATED IN THE SECOND PART OF THIS DOCUMENT

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

1) Technical skills are more important than human relations skills.

1) _____

◎ true
◎ false

Question Details
Accessibility : Keyboard Navigation
Bloom's : Remember
Difficulty : 1 Easy
Learning Objective : 01-01 Explain why human relations skills are important.
Gradable : automatic

2) Human relations is just common sense.

2) _____

◎ true
◎ false

Question Details
Accessibility : Keyboard Navigation
Bloom's : Remember
Difficulty : 1 Easy
Learning Objective : 01-01 Explain why human relations skills are important.
Gradable : automatic

3) Developing good human relationships is critical to personal and professional success.

3) _____

◎ true
◎ false

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Question Details
Accessibility : Keyboard Navigation
Bloom's : Remember
Difficulty : 1 Easy
Learning Objective : 01-01 Explain why human relations skills are important.
Gradable : automatic

4) Leaders are born, not made.

4) _____

◎ true
◎ false

Question Details
Accessibility : Keyboard Navigation
Bloom's : Remember
Difficulty : 1 Easy
Learning Objective : 01-01 Explain why human relations skills are important.
Gradable : automatic

5) Leadership skills are inborn and cannot be developed.

5) _____

◎ true
◎ false

Question Details
Accessibility : Keyboard Navigation
Bloom's : Remember
Difficulty : 1 Easy
Learning Objective : 01-01 Explain why human relations skills are important.
Gradable : automatic

6) The goal of human relations is to create a win−win situation by satisfying employee needs while achieving organizational objectives.

6) _____

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◎ true
◎ false

Question Details
Accessibility : Keyboard Navigation
Bloom's : Remember
Difficulty : 1 Easy
Learning Objective : 01-02 Discuss the goal of human relations.
Gradable : automatic

7) The total person approach realizes that an organization employs the whole person, not just his or her job skills.

7) _____

◎ true
◎ false

Question Details
Accessibility : Keyboard Navigation
Bloom's : Remember
Difficulty : 1 Easy
Learning Objective : 01-02 Discuss the goal of human relations.
Gradable : automatic

8) The focus of the first level of behavior is on the organization as a whole.

8) _____

◎ true
◎ false

Question Details
Accessibility : Keyboard Navigation
Bloom's : Remember
Difficulty : 1 Easy
Learning Objective : 01-03 Describe the relationship between individual and group behavior and organi
Gradable : automatic

9) Effective teamwork begins with the team and ends with individual-level outcomes.

9) _____

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◎ true
◎ false

Question Details
Accessibility : Keyboard Navigation
Bloom's : Remember
Difficulty : 1 Easy
Learning Objective : 01-03 Describe the relationship between individual and group behavior and organi
Gradable : automatic

10) The systems approach focuses on the whole system with an emphasis on the relationships between its parts.

10) _____

◎ true
◎ false

Question Details
Accessibility : Keyboard Navigation
Bloom's : Remember
Difficulty : 1 Easy
Learning Objective : 01-03 Describe the relationship between individual and group behavior and organi
Gradable : automatic

11) Businesses during the Industrial Revolution were concerned with profits, not employees, and managers viewed people only as a source of production.

11) _____

◎ true
◎ false

Question Details
Accessibility : Keyboard Navigation
Bloom's : Remember
Difficulty : 1 Easy
Learning Objective : 01-04 Briefly describe the history of the study of human relations.
Gradable : automatic

12) The Hawthorne effect focuses on the fact that all people in an organization are affected by at least one other person, and each person affects the whole group or organization.

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12) _____

◎ true
◎ false

Question Details
Accessibility : Keyboard Navigation
Bloom's : Remember
Difficulty : 1 Easy
Learning Objective : 01-04 Briefly describe the history of the study of human relations.
Gradable : automatic

13) Transactional analysis integrates common business practices in the United States and Japan into one middle-ground framework appropriate for use in the United States.

13) _____

◎ true
◎ false

Question Details
Accessibility : Keyboard Navigation
Bloom's : Remember
Difficulty : 1 Easy
Learning Objective : 01-04 Briefly describe the history of the study of human relations.
Gradable : automatic

14) Frederick Taylor is known as the "father of scientific management."

14) _____

◎ true
◎ false

Question Details
Accessibility : Keyboard Navigation
Bloom's : Remember
Difficulty : 1 Easy
Learning Objective : 01-04 Briefly describe the history of the study of human relations.
Gradable : automatic

15) Being right is good enough even if it hurts human relations in an organization.

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15) _____

◎ true
◎ false

Question Details
Accessibility : Keyboard Navigation
Bloom's : Remember
Difficulty : 1 Easy
Learning Objective : 01-06 List 10 guidelines for effective human relations.
Gradable : automatic

16) Human relations take place at the individual, group, and organizational levels.

16) _____

◎ true
◎ false

Question Details
Accessibility : Keyboard Navigation
Bloom's : Remember
Difficulty : 1 Easy
Learning Objective : 01-03 Describe the relationship between individual and group behavior and organi
Gradable : automatic

17) Leadership skills are always based on one's managerial skills.

17) _____

◎ true
◎ false

Question Details
Accessibility : Keyboard Navigation
Bloom's : Remember
Difficulty : 1 Easy
Learning Objective : 01-09 State the three objectives of the book.
Gradable : automatic

18) Interpersonal skill is the ability to work well with a diversity of people.

18) _____

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◎ true
◎ false

Question Details
Accessibility : Keyboard Navigation
Bloom's : Remember
Difficulty : 1 Easy
Learning Objective : 01-09 State the three objectives of the book.
Gradable : automatic

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

19) Which of the following statements is a myth about human relations?

19) _____

A) People are an organization's most valuable asset.
B) Leaders are born, not made.
C) High-quality relationships are important to success.
D) A human relations course is as important as a technical course.

Question Details
Accessibility : Keyboard Navigation
Bloom's : Remember
Difficulty : 1 Easy
Learning Objective : 01-01 Explain why human relations skills are important.
Gradable : automatic

20) Which of the following statements is a fact about human relations?

20) _____

A) Leaders are born, not made.
B) Human relations is just common sense.
C) Technical skills are more important than human relations skills.
D) People are an organization's most valuable resource.

Access Complete Test Bank for Human Relations in Organizations 12th Lussier

Human Relations in Organizations 12th Edition by Lussier CH01

Question Details
Accessibility : Keyboard Navigation
Bloom's : Remember
Difficulty : 1 Easy
Learning Objective : 01-01 Explain why human relations skills are important.
Gradable : automatic

21) Which of the following is an organization's most valuable resource?

21) _____

A) infrastructure
B) technology
C) people
D) land

Question Details
Accessibility : Keyboard Navigation
Bloom's : Remember
Difficulty : 1 Easy
Learning Objective : 01-01 Explain why human relations skills are important.
Gradable : automatic

22) Which of the following is the most common cause of management failure?

22) _____

A) technological setbacks
B) lack of recreational facilities
C) low wages
D) faulty human relations skills

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Question Details
Accessibility : Keyboard Navigation
Bloom's : Remember
Difficulty : 1 Easy
Learning Objective : 01-01 Explain why human relations skills are important.
Gradable : automatic

23) Which of the following statements is a myth about human relations?

23) _____

A) Human relations skills are more important than technical skills.
B) Leadership skills can be developed.
C) Effective leaders have good human relations skills.
D) Human relations is just common sense.

Question Details
Accessibility : Keyboard Navigation
Bloom's : Remember
Difficulty : 1 Easy
Learning Objective : 01-01 Explain why human relations skills are important.
Gradable : automatic

24) The goal of _____ is to create a win–win situation by satisfying employee needs while achieving organizational objectives.

24) _____

A) human relations
B) production
C) zero–sum condition
D) cooperative games

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Question Details
Accessibility : Keyboard Navigation
Bloom's : Remember
Difficulty : 1 Easy
Learning Objective : 01-02 Discuss the goal of human relations.
Learning Objective : 01-12 Define the 17 key terms throughout the chapter identified in bold with the
Gradable : automatic

25) Which of the following occurs when the organization and the employees both get what they want?

25) _____

A) a zero–sum situation
B) a win–win situation
C) high-directive–low-supportive (HD–LS) behavior
D) a win–lose situation

Question Details
Accessibility : Keyboard Navigation
Bloom's : Remember
Difficulty : 1 Easy
Learning Objective : 01-02 Discuss the goal of human relations.
Learning Objective : 01-12 Define the 17 key terms throughout the chapter identified in bold with the
Gradable : automatic

26) The _____ realizes that an organization employs the whole individual, not just his or her job skills.

26) _____

A) expectancy procedure
B) personality method
C) total person approach
D) skill realization style

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Human Relations in Organizations 12th Edition by Lussier CH01

Question Details
Accessibility : Keyboard Navigation
Bloom's : Remember
Difficulty : 1 Easy
Learning Objective : 01-02 Discuss the goal of human relations.
Gradable : automatic

27) Which of the following is true of Robert Owen, "the real father" of personnel administration?

27) _____

A) He believed that profit can be increased by increasing an employee's working hours.
B) He employed children under the age of 9, though other entrepreneurs did not hire children below 11 years of age.
C) He believed that employers should not be responsible for providing adequate food and housing to employees.
D) He taught his employees cleanliness and temperance.

Question Details
Accessibility : Keyboard Navigation
Learning Objective : 01-04 Briefly describe the history of the study of human relations.
Difficulty : 2 Medium
Bloom's : Understand
Gradable : automatic

28) Joseph and Steve are part of a sales team for a multinational company. They attend all project meetings together and work together on projects. They also support each other to meet the sales objectives. Identify the behavior shown by Joseph and Steve.

28) _____

A) group behavior
B) individual behavior
C) high-directive–low-supportive (HD–LS) behavior
D) high-directive–high-supportive (HD–HS) behavior

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Question Details
Accessibility : Keyboard Navigation
Learning Objective : 01-03 Describe the relationship between individual and group behavior and organi
Bloom's : Apply
Difficulty : 3 Hard
Gradable : automatic

29) "Donna is allowed to go home an hour earlier than the rest of us as her babysitter leaves at four." This statement exemplifies

29) _____

A) performance.
B) the total person approach.
C) the systems effect.
D) organization.

Question Details
Accessibility : Keyboard Navigation
Learning Objective : 01-02 Discuss the goal of human relations.
Bloom's : Apply
Difficulty : 3 Hard
Gradable : automatic

30) "Norah is a new employee who greets everyone and is hardworking." This statement exemplifies

30) _____

A) performance.
B) the total person approach.
C) behavior.
D) the systems effect.

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Human Relations in Organizations 12th Edition by Lussier CH01

Question Details
Accessibility : Keyboard Navigation
Learning Objective : 01-03 Describe the relationship between individual and group behavior and organi
Bloom's : Apply
Difficulty : 2 Medium
Gradable : automatic

31) "The members of a marketing department are having a meeting. There is a lot of disagreement over the content of the next advertisement." This scenario best illustrates the _____ level of behavior.

31) _____

A) individual
B) customary
C) organizational
D) group

Question Details
Accessibility : Keyboard Navigation
Learning Objective : 01-03 Describe the relationship between individual and group behavior and organi
Bloom's : Apply
Difficulty : 2 Medium
Gradable : automatic

32) "The manager is developing a part-time employee work schedule for the next week and will be busy for a couple of hours." This statement best illustrates the _____ level of behavior.

32) _____

A) individual
B) customary
C) organizational
D) group

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Human Relations in Organizations 12th Edition by Lussier CH01

Question Details
Accessibility : Keyboard Navigation
Learning Objective : 01-03 Describe the relationship between individual and group behavior and organi
Bloom's : Apply
Difficulty : 2 Medium
Gradable : automatic

33) "The production department just set a record for the highest number of units made in an eight-hour period." This statement best illustrates the _____ level of behavior.

33) _____

A) individual
B) group
C) organizational
D) customary

Question Details
Accessibility : Keyboard Navigation
Learning Objective : 01-03 Describe the relationship between individual and group behavior and organi
Bloom's : Apply
Difficulty : 2 Medium
Gradable : automatic

34) In the context of developing new habits, which of the following terms refers to a reminder one can use to do a new habit?

34) _____

A) routine
B) skill-building
C) cue
D) reward–change

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Question Details
Accessibility : Keyboard Navigation
Bloom's : Remember
Difficulty : 1 Easy
Learning Objective : 01-08 Describe the three parts of developing a new habit.
Gradable : automatic

35) Which of the following statements is true of the level two of behavior in a workplace?

35) _____

A) The focus of level two is on the behavior of any one person in the organization.
B) The focus of level two is on the behavior and human relations within and between groups.
C) The focus of level two is on the organization as a whole.
D) The focus of level two is on identifying people's needs in order to understand what motivates them.

Question Details
Accessibility : Keyboard Navigation
Learning Objective : 01-03 Describe the relationship between individual and group behavior and organi
Difficulty : 2 Medium
Bloom's : Understand
Gradable : automatic

36) John wants to reduce his expenses on food and has decided to eat home-cooked meals more often. In the context of developing new habits, which of the following steps he takes would be considered a reward for the change he is making in his life?

36) _____

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A) writing down a grocery list to make sure his kitchen is stocked with ingredients to cook at home

B) learning recipes of dishes he generally likes eating at restaurants

C) ordering a take-away after making sure that he has eaten at least 10 home-cooked meals

D) inviting friends over instead of meeting them at restaurants

Question Details
Accessibility : Keyboard Navigation
Bloom's : Apply
Difficulty : 3 Hard
Learning Objective : 01-08 Describe the three parts of developing a new habit.
Gradable : automatic

37) Under the _____, all people in an organization are affected by at least one other person, and each person affects the whole group or organization.

37) _____

A) total person approach
B) zero−sum condition
C) construct mechanism
D) systems effect

Question Details
Accessibility : Keyboard Navigation
Bloom's : Remember
Difficulty : 1 Easy
Learning Objective : 01-03 Describe the relationship between individual and group behavior and organi
Gradable : automatic

38) Popularly called _____ and rooted in the behavioral sciences, the science of human relations was developed in the late 1940s.

38) _____

Access Complete Test Bank for Human Relations in Organizations 12th Lussier

A) organizational behavior
B) occupational dynamics
C) operational science
D) scientific management

Question Details
Accessibility : Keyboard Navigation
Bloom's : Remember
Difficulty : 1 Easy
Learning Objective : 01-04 Briefly describe the history of the study of human relations.
Gradable : automatic

39) Which of the following was an assumption made by scientific managers?

39) _____

A) Money was not the only motivation for workers.
B) Workers always acted rationally.
C) Profit would be increased if employees worked shorter hours.
D) Food and housing were the prime motivation for workers.

Question Details
Accessibility : Keyboard Navigation
Learning Objective : 01-04 Briefly describe the history of the study of human relations.
Difficulty : 2 Medium
Bloom's : Understand
Gradable : automatic

40) During the 1960s, _____ published Theory X and Theory Y.

40) _____

Access Complete Test Bank for Human Relations in Organizations 12th Lussier

A) Douglas McGregor
B) Frederick Taylor
C) Eric Berne
D) Elton Mayo

Question Details
Accessibility : Keyboard Navigation
Bloom's : Remember
Difficulty : 1 Easy
Learning Objective : 01-04 Briefly describe the history of the study of human relations.
Gradable : automatic

41) Elton Mayo is known as the

41) _____

A) first manager-entrepreneur.
B) real father of personnel administration.
C) father of human relations.
D) father of scientific management.

Question Details
Accessibility : Keyboard Navigation
Bloom's : Remember
Difficulty : 1 Easy
Learning Objective : 01-04 Briefly describe the history of the study of human relations.
Gradable : automatic

42) Which of the following refers to an increase in performance caused by the special attention given to employees, rather than tangible changes in the work?

42) _____

Access Complete Test Bank for Human Relations in Organizations 12th Lussier

A) taylorism
B) functionalism
C) scientific management
D) the Hawthorne effect

Question Details
Accessibility : Keyboard Navigation
Bloom's : Remember
Difficulty : 1 Easy
Learning Objective : 01-04 Briefly describe the history of the study of human relations.
Learning Objective : 01-12 Define the 17 key terms throughout the chapter identified in bold with the
Gradable : automatic

43) _____ integrates common business practices in the United States and Japan into one middle-ground framework appropriate for use in the United States.

43) _____

A) Theory Z
B) Systems theory
C) Contingency theory
D) Hybrid theory

Question Details
Accessibility : Keyboard Navigation
Bloom's : Remember
Difficulty : 1 Easy
Learning Objective : 01-04 Briefly describe the history of the study of human relations.
Learning Objective : 01-12 Define the 17 key terms throughout the chapter identified in bold with the
Gradable : automatic

44) _____ introduced transactional analysis during the 1960s.

44) _____

Access Complete Test Bank for Human Relations in Organizations 12th Lussier

A) William Ouchi
B) Eric Berne
C) Douglas McGregor
D) Peter Drucker

Question Details
Accessibility : Keyboard Navigation
Bloom's : Remember
Difficulty : 1 Easy
Learning Objective : 01-04 Briefly describe the history of the study of human relations.
Gradable : automatic

45) The research conducted by _____ to determine the characteristics of successful organizations was later criticized during the 1980s.

45) _____

A) Eric Berne
B) William Ouchi and Douglas McGregor
C) Elton Mayo
D) Thomas Peters and Robert Waterman

Question Details
Accessibility : Keyboard Navigation
Bloom's : Remember
Difficulty : 1 Easy
Learning Objective : 01-04 Briefly describe the history of the study of human relations.
Gradable : automatic

46) Eric Berne introduced

46) _____

Access Complete Test Bank for Human Relations in Organizations 12th Lussier

A) sensitivity training.
B) transactional analysis.
C) the Hawthorne effect.
D) Theory Z.

Question Details
Accessibility : Keyboard Navigation
Bloom's : Remember
Difficulty : 1 Easy
Learning Objective : 01-04 Briefly describe the history of the study of human relations.
Gradable : automatic

47) Who developed Theory Z?

47) _____

A) Robert Owen
B) Eric Berne
C) William Ouchi
D) Elton Mayo

Question Details
Accessibility : Keyboard Navigation
Bloom's : Remember
Difficulty : 1 Easy
Learning Objective : 01-04 Briefly describe the history of the study of human relations.
Gradable : automatic

48) According to the domain model of managerial education, which of the following competencies is a technical skill?

48) _____

Access Complete Test Bank for Human Relations in Organizations 12th Lussier

A) intrapersonal skills
B) interpersonal skills
C) leadership skills
D) business skills

Question Details
Accessibility : Keyboard Navigation
Bloom's : Remember
Difficulty : 1 Easy
Learning Objective : 01-09 State the three objectives of the book.
Gradable : automatic

49) "We need to provide facilities to help our employees develop new skills." Which of the following challenges in the field of human relations does this statement reflect?

49) _____

A) globalization
B) ethics
C) learning and knowledge
D) diversity

Question Details
Accessibility : Keyboard Navigation
Bloom's : Apply
Difficulty : 2 Medium
Learning Objective : 01-05 State some of the trends and challenges in the field of human relations.
Gradable : automatic

50) "The new batch of executives needs to be trained on the company's social networking platform." Which of the following challenges in the field of human relations does this statement reflect?

50) _____

Access Complete Test Bank for Human Relations in Organizations 12th Lussier

A) crisis
B) ethics
C) diversity
D) technology

Question Details
Accessibility : Keyboard Navigation
Bloom's : Apply
Difficulty : 2 Medium
Learning Objective : 01-05 State some of the trends and challenges in the field of human relations.
Gradable : automatic

51) "There are many Asians and Europeans working in our company." Which of the following challenges in the field of human relations does this statement reflect?

51) _____

A) diversity
B) ethics
C) crisis
D) technology

Question Details
Accessibility : Keyboard Navigation
Bloom's : Apply
Difficulty : 2 Medium
Learning Objective : 01-05 State some of the trends and challenges in the field of human relations.
Gradable : automatic

52) Which of the following is a human relations guideline?

52) _____

Access Complete Test Bank for Human Relations in Organizations 12th Lussier

A) being narcissistic
B) acting before one thinks
C) calling people by their names
D) being physically fit

Question Details
Accessibility : Keyboard Navigation
Bloom's : Remember
Difficulty : 1 Easy
Learning Objective : 01-06 List 10 guidelines for effective human relations.
Gradable : automatic

53) Jonah is an engineering manager at Vroom Motors Limited. Vroom recently launched a minivan, but the minivan has technical problems in its ignition system. The company decides to recall all the minivans from the market. Jonah is trying to convince the management that his team can come up with a solution for the technical problems quickly and that the sales of the minivan would increase rapidly after the relaunch. Which of the following guidelines for effective human relations is Jonah following in this scenario?

53) _____

A) thinking before acting
B) being self-centered
C) developing a sense of humor
D) being optimistic

Question Details
Accessibility : Keyboard Navigation
Learning Objective : 01-06 List 10 guidelines for effective human relations.
Bloom's : Apply
Difficulty : 3 Hard
Gradable : automatic

54) The systems approach was developed by

54) _____

Access Complete Test Bank for Human Relations in Organizations 12th Lussier

A) Russell Ackoff
B) Frederick Taylor
C) Peter Drucker
D) Eric Berne

Question Details
Accessibility : Keyboard Navigation
Bloom's : Remember
Difficulty : 1 Easy
Learning Objective : 01-03 Describe the relationship between individual and group behavior and organi
Gradable : automatic

55) Which of the following statements is most likely to make people defensive and cause arguments?

55) _____

A) "You are late."
B) "You are wrong."
C) "I admit."
D) "I understand completely."

Question Details
Accessibility : Keyboard Navigation
Difficulty : 2 Medium
Bloom's : Understand
Learning Objective : 01-07 List the three approaches to handling human relations problems and discuss
Gradable : automatic

56) Aaron has started working for a new firm. There are thirty people on his floor. He is having problems remembering their names. Which of the following should Aaron do to improve his ability to recall names?

56) _____

Access Complete Test Bank for Human Relations in Organizations 12th Lussier

A) He should address them with titles like "Mister" or "Miss" and not worry about remembering names.
B) He should call people by their names two or three times while talking to them.
C) He should maintain a notebook with people's names and their photos.
D) He should ask them their names every time he meets them.

Question Details
Accessibility : Keyboard Navigation
Learning Objective : 01-06 List 10 guidelines for effective human relations.
Bloom's : Apply
Difficulty : 3 Hard
Gradable : automatic

57) Nancy, an employee at MegaWorks Corp., has been on the job for only a week. She needs to ask the accountant some questions, but she does not remember his name. Which of the following would be most appropriate for Nancy to do before contacting the accountant?

57) _____

A) She should ask someone for the accountant's name.
B) She should ask the accountant his name once again.
C) She should address the accountant with a title like "Sir."
D) She should get the work done without using his name.

Question Details
Accessibility : Keyboard Navigation
Learning Objective : 01-06 List 10 guidelines for effective human relations.
Bloom's : Apply
Difficulty : 3 Hard
Gradable : automatic

58) "Although there are a lot of differences in the team, Neil, the supervisor, does not seem deterred." Which of the following best describes Neil's behavior?

58) _____

Access Complete Test Bank for Human Relations in Organizations 12th Lussier

A) being humorous
B) being genuinely interested in other people
C) being indifferent to problems
D) being optimistic

Question Details
Accessibility : Keyboard Navigation
Learning Objective : 01-06 List 10 guidelines for effective human relations.
Bloom's : Apply
Difficulty : 2 Medium
Gradable : automatic

59) "Our supervisor, Daniel, is a great guy. He appreciates the work we do and inspires us to perform better." Which of the following best describes Daniel's behavior?

59) _____

A) being positive
B) being humorous
C) being politically correct
D) using people

Question Details
Accessibility : Keyboard Navigation
Learning Objective : 01-06 List 10 guidelines for effective human relations.
Bloom's : Apply
Difficulty : 2 Medium
Gradable : automatic

60) Which of the following statements best defines the term "psychological contract"?

60) _____

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A) It is the shared expectations between people.
B) It is the tendency of blaming others for one's failure.
C) It is the tendency to expect others to make the necessary changes in behavior to meet one's expectations.
D) It is the way people perceive one another during their first impressions.

Question Details
Accessibility : Keyboard Navigation
Bloom's : Remember
Difficulty : 1 Easy
Learning Objective : 01-07 List the three approaches to handling human relations problems and discuss
Gradable : automatic

61) Mathew is the chairman of the employee grievance cell in Victor Motors Company. He addresses employees' issues in the company and tries his best to resolve them. Identify the guideline for effective human relations used by Mathew in this scenario.

61) _____

A) being genuinely interested in oneself
B) listening to people
C) acting before thinking
D) being optimistic

Question Details
Accessibility : Keyboard Navigation
Learning Objective : 01-06 List 10 guidelines for effective human relations.
Bloom's : Apply
Difficulty : 3 Hard
Gradable : automatic

62) Which of the following is the best way to get what you want?

62) _____

Access Complete Test Bank for Human Relations in Organizations 12th Lussier

A) being self-focused
B) changing the other person
C) changing the situation
D) helping other people get what they want and vice versa

Question Details
Accessibility : Keyboard Navigation
Bloom's : Remember
Difficulty : 1 Easy
Learning Objective : 01-06 List 10 guidelines for effective human relations.
Gradable : automatic

63) Don is a quality control manager at Vittel Glass House. He shouts at his subordinates when they fail to meet his expectations. This has severely affected his relationship with his subordinates. Which of the following is a guideline for effective human relations that Don should follow in order to correct this?

63) _____

A) He should think before acting.
B) He should listen to other managers.
C) He should create a win–lose situation in the company.
D) He should be genuinely interested in himself.

Question Details
Accessibility : Keyboard Navigation
Learning Objective : 01-06 List 10 guidelines for effective human relations.
Bloom's : Apply
Difficulty : 3 Hard
Gradable : automatic

64) Which of the following is the best logical choice to resolve a human relations problem?

64) _____

Access Complete Test Bank for Human Relations in Organizations 12th Lussier

A) changing oneself
B) changing the situation
C) changing the other person
D) ignoring the problem

Question Details
Accessibility : Keyboard Navigation
Bloom's : Remember
Difficulty : 1 Easy
Learning Objective : 01-07 List the three approaches to handling human relations problems and discuss
Gradable : automatic

65) _____ skill is the ability to work well with a diversity of people.

65) _____

A) Internal
B) Holistic
C) Interpersonal
D) Metaphysical

Question Details
Accessibility : Keyboard Navigation
Bloom's : Remember
Difficulty : 1 Easy
Learning Objective : 01-09 State the three objectives of the book.
Gradable : automatic

66) _____ is the ability to influence others and work well in teams.

66) _____

Access Complete Test Bank for Human Relations in Organizations 12th Lussier

A) Authority
B) Power
C) Omnipotence
D) Leadership skill

Question Details
Accessibility : Keyboard Navigation
Bloom's : Remember
Difficulty : 1 Easy
Learning Objective : 01-09 State the three objectives of the book.
Gradable : automatic

67) Which of the following is within the individual and includes characteristics such as personality, attitudes, self-concept, and integrity?

67) _____

A) intrapersonal skills
B) interpersonal skills
C) leadership skills
D) expert power

Question Details
Accessibility : Keyboard Navigation
Bloom's : Remember
Difficulty : 1 Easy
Learning Objective : 01-09 State the three objectives of the book.
Gradable : automatic

FILL IN THE BLANK. Write the word or phrase that best completes each statement or answers the question.

68) The term _____ means interactions among people.

68) _____

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Question Details
Accessibility : Keyboard Navigation
Bloom's : Remember
Difficulty : 1 Easy
Learning Objective : 01-02 Discuss the goal of human relations.
Gradable : automatic

69) A(n) _____ is a group of people working to achieve one or more objectives.

69) _____

Question Details
Accessibility : Keyboard Navigation
Bloom's : Remember
Difficulty : 1 Easy
Learning Objective : 01-03 Describe the relationship between individual and group behavior and organi
Gradable : automatic

70) In the context of developing new habits, a(n) _____ involves doing a new habit.

70) _____

Question Details
Accessibility : Keyboard Navigation
Bloom's : Remember
Difficulty : 1 Easy
Learning Objective : 01-08 Describe the three parts of developing a new habit.
Gradable : automatic

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

71) In your own words, explain why human relations skills are important to you. How will they help you in your career?

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Question Details
Accessibility : Keyboard Navigation
Learning Objective : 01-01 Explain why human relations skills are important.
Difficulty : 2 Medium
Bloom's : Understand
Gradable : manual

72) Give an example, personal if possible, of a situation in which the goal of human relations was met. Explain how the individual's needs were met and how the organizational objectives were achieved.

Question Details
Accessibility : Keyboard Navigation
Learning Objective : 01-02 Discuss the goal of human relations.
Bloom's : Apply
Difficulty : 2 Medium
Gradable : manual

73) Give a specific example, personal if possible, that supports the total person approach. Explain how an individual's job performance was affected by off-the-job problems.

Question Details
Accessibility : Keyboard Navigation
Learning Objective : 01-02 Discuss the goal of human relations.
Bloom's : Apply
Difficulty : 3 Hard
Gradable : manual

74) Give two specific examples of your involvement in human relations—one positive and one negative. Also, identify the level of behavior for each example.

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Question Details
Accessibility : Keyboard Navigation
Learning Objective : 01-03 Describe the relationship between individual and group behavior and organi
Difficulty : 3 Hard
Bloom's : Analyze
Learning Objective : 01-10 Identify your personal low and high human relations ability and skill leve
Gradable : manual

75) Give two specific examples of how human relations affected your performance—one positive and the other negative. Be specific in explaining the effects of human relations in both cases.

Question Details
Accessibility : Keyboard Navigation
Learning Objective : 01-03 Describe the relationship between individual and group behavior and organi
Difficulty : 3 Hard
Bloom's : Analyze
Gradable : manual

76) Give a specific example, personal if possible, of the Hawthorne effect. It could be when a teacher, coach, or boss gave you special attention that resulted in your increased performance.

Question Details
Accessibility : Keyboard Navigation
Learning Objective : 01-04 Briefly describe the history of the study of human relations.
Bloom's : Apply
Difficulty : 3 Hard
Learning Objective : 01-10 Identify your personal low and high human relations ability and skill leve
Gradable : manual

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77) Explain how one of the trends or challenges in the field of human relations could personally affect your human relations.

Question Details
Accessibility : Keyboard Navigation
Difficulty : 2 Medium
Learning Objective : 01-05 State some of the trends and challenges in the field of human relations.
Bloom's : Analyze
Learning Objective : 01-10 Identify your personal low and high human relations ability and skill leve
Gradable : manual

78) Do you believe that you can and will develop your human relations abilities and skills through this course? Explain your answer.

Question Details
Accessibility : Keyboard Navigation
Learning Objective : 01-06 List 10 guidelines for effective human relations.
Bloom's : Apply
Difficulty : 3 Hard
Learning Objective : 01-10 Identify your personal low and high human relations ability and skill leve
Gradable : manual

79) Which 2 of the 10 human relations guidelines need the most effort on your part? Which two need the least? Explain your answers.

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Question Details
Accessibility : Keyboard Navigation
Learning Objective : 01-06 List 10 guidelines for effective human relations.
Difficulty : 3 Hard
Bloom's : Analyze
Gradable : manual

80) Give a specific example of a human relations problem in which you elected to change yourself rather than the other person or situation. Be sure to identify your changed behavior.

Question Details
Accessibility : Keyboard Navigation
Difficulty : 3 Hard
Bloom's : Analyze
Learning Objective : 01-07 List the three approaches to handling human relations problems and discuss
Learning Objective : 01-10 Identify your personal low and high human relations ability and skill leve
Gradable : manual

81) In your opinion, which myth about human relations holds back the development of human relations skills more than any of the others?

Question Details
Accessibility : Keyboard Navigation
Learning Objective : 01-01 Explain why human relations skills are important.
Difficulty : 3 Hard
Bloom's : Analyze
Gradable : manual

82) Which person's contribution to the history of human relations do you find to be the most impressive?

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Question Details
Accessibility : Keyboard Navigation
Learning Objective : 01-04 Briefly describe the history of the study of human relations.
Difficulty : 3 Hard
Bloom's : Analyze
Gradable : manual

83) Which one of the trends or challenges do you believe is the most relevant to the field of human relations?

Question Details
Accessibility : Keyboard Navigation
Difficulty : 3 Hard
Learning Objective : 01-05 State some of the trends and challenges in the field of human relations.
Bloom's : Analyze
Gradable : manual

84) Which one of the 10 guidelines for effective human relations do you think is the most important?

Question Details
Accessibility : Keyboard Navigation
Learning Objective : 01-06 List 10 guidelines for effective human relations.
Difficulty : 3 Hard
Bloom's : Analyze
Gradable : manual

85) How can a person resolve human relations problems?

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Question Details
Accessibility : Keyboard Navigation
Difficulty : 2 Medium
Bloom's : Understand
Learning Objective : 01-07 List the three approaches to handling human relations problems and discuss
Learning Objective : 01-08 Describe the three parts of developing a new habit.
Gradable : manual

86) Of the intrapersonal, interpersonal, and leadership skills, which one is your strongest? Your weakest?

Question Details
Accessibility : Keyboard Navigation
Difficulty : 3 Hard
Bloom's : Analyze
Learning Objective : 01-10 Identify your personal low and high human relations ability and skill leve
Gradable : manual

ESSAY. Write your answer in the space provided or on a separate sheet of paper.
87) What are the myths about human relations? Explain them.

Question Details
Accessibility : Keyboard Navigation
Bloom's : Remember
Difficulty : 1 Easy
Learning Objective : 01-01 Explain why human relations skills are important.
Gradable : manual

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88) What is the goal of human relations? Explain the total person approach.

Question Details
Accessibility : Keyboard Navigation
Bloom's : Remember
Difficulty : 1 Easy
Learning Objective : 01-02 Discuss the goal of human relations.
Learning Objective : 01-11 Identify three personal human relations goals for the course.
Gradable : manual

89) Explain the three levels of behavior.

Question Details
Accessibility : Keyboard Navigation
Bloom's : Remember
Difficulty : 1 Easy
Learning Objective : 01-03 Describe the relationship between individual and group behavior and organi
Gradable : manual

90) Define performance and explain how the systems effect affects performance.

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Question Details
Accessibility : Keyboard Navigation
Bloom's : Remember
Difficulty : 1 Easy
Learning Objective : 01-03 Describe the relationship between individual and group behavior and organi
Learning Objective : 01-12 Define the 17 key terms throughout the chapter identified in bold with the
Gradable : manual

91) What is the Hawthorne effect? How did managers use the knowledge of the Hawthorne studies?

Question Details
Accessibility : Keyboard Navigation
Bloom's : Remember
Difficulty : 1 Easy
Learning Objective : 01-04 Briefly describe the history of the study of human relations.
Learning Objective : 01-12 Define the 17 key terms throughout the chapter identified in bold with the
Gradable : manual

92) What are some of the trends and challenges of human relations?

Question Details
Accessibility : Keyboard Navigation
Bloom's : Remember
Difficulty : 1 Easy
Learning Objective : 01-05 State some of the trends and challenges in the field of human relations.
Gradable : manual

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93) What are the 10 human relations guidelines?

Question Details
Accessibility : Keyboard Navigation
Bloom's : Remember
Difficulty : 1 Easy
Learning Objective : 01-06 List 10 guidelines for effective human relations.
Gradable : manual

94) How do human relations problems occur? Explain the three alternatives to resolving a human relations problem.

Question Details
Accessibility : Keyboard Navigation
Bloom's : Remember
Difficulty : 1 Easy
Learning Objective : 01-07 List the three approaches to handling human relations problems and discuss
Gradable : manual

95) What are competencies? Define the three human relation skills.

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Human Relations in Organizations 12th Edition by Lussier CH01

Question Details
Accessibility : Keyboard Navigation
Bloom's : Remember
Difficulty : 1 Easy
Learning Objective : 01-09 State the three objectives of the book.
Gradable : manual

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Human Relations in Organizations 12th Edition by Lussier CH01
Answer Key

Test name: CH01

1) FALSE
2) FALSE
3) TRUE
4) FALSE
5) FALSE
6) TRUE
7) TRUE
8) FALSE
9) FALSE
10) TRUE
11) TRUE
12) FALSE
13) FALSE
14) TRUE
15) TRUE
16) TRUE
17) FALSE
18) TRUE
19) B
20) D
21) C
22) D
23) D
24) A
25) B

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26) C
27) D
28) A
29) B
30) C
31) C
32) A
33) B
34) C
35) B
36) C
37) D
38) A
39) B
40) A
41) C
42) D
43) A
44) B
45) D
46) B
47) C
48) D
49) C
50) D
51) A
52) C
53) D
54) A
55) B

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56) B
57) A
58) D
59) A
60) A
61) B
62) D
63) A
64) A
65) C
66) D
67) A
68) human relations
69) organization
70) routine
71) Student answers will vary; additional sample answers may be found in the instructor manual (IM).

72) Student answers will vary; additional sample answers may be found in the instructor manual (IM).

73) Student answers will vary; additional sample answers may be found in the instructor manual (IM).

74) Student answers will vary; additional sample answers may be found in the instructor manual (IM).

75) Student answers will vary; additional sample answers may be found in the instructor manual (IM).

76) Student answers will vary; additional sample answers may be found in the instructor manual (IM).

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77) Student answers will vary; additional sample answers may be found in the instructor manual (IM).

78) Student answers will vary; additional sample answers may be found in the instructor manual (IM).

79) Student answers will vary; additional sample answers may be found in the instructor manual (IM).

80) Student answers will vary; additional sample answers may be found in the instructor manual (IM).

81) Student answers will vary; additional sample answers may be found in the instructor manual (IM).

82) Student answers will vary; additional sample answers may be found in the instructor manual (IM).

83) Student answers will vary; additional sample answers may be found in the instructor manual (IM).

84) Student answers will vary; additional sample answers may be found in the instructor manual (IM).

85) Following are the alternatives a person should use to resolve human relations problems:

1. Change the other person
2. Change the situation
3. Change oneself
4. Inculcate new habits

86) Student answers will vary; additional sample answers may be found in the instructor manual (IM).

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87) Following are the three myths about human relations:

1. Technical skills are more important than human relations skills. Yes, technology is important, but it is people who develop the tech, and machines are only as smart as the humans developing them. The success of any company depends on its human resources, because people are the most valuable capital in every company, no matter what industry it is in. Today's emphasis in hiring is for people skills, also called "soft skills." Even in strictly defined tech jobs, employers want people skills.
2. Human relations is just common sense. If human relations is simple and just common sense, why do people fail to act properly even in the seemingly easy situations? Developing good relationships is critical to personal and professional success.
3. Leaders are born, not made. Leadership skills are crucial for success in today's business world. It is an important topic because leaders influence employee performance. Leadership experts generally agree that some people have more natural leadership ability but that leadership skills can be developed.

88) The goal of human relations is to create a win–win situation by satisfying employee needs while achieving organizational objectives. A win–win situation occurs when the organization and the employees both get what they want.

The total person approach realizes that an organization employs the whole person, not just his or her job skills. Our personal and professional lives overlap and what happens at home does affect our performance at work. People play many roles throughout their lives, indeed, throughout each day.

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89) The three levels of behavior are individual, group, and organizational. Human relations take place at the individual, group, and organizational levels.

Group behavior consists of the things two or more people do and say as they interact. Individual behavior influences group behavior. As individuals and groups interact, their collective behavior constitutes the organization's behavior. Thus, organizational behavior (OB) is the collective behavior of an organization's individuals and groups.

The focus of level one is on the behavior of any one person in the organization. The focus of level two is on the behavior and human relations within and between groups such as the marketing, production, and finance departments. The focus of level three is on the organization as a whole.

90) Performance is the extent to which expectations or objectives have been met. Performance is a relative term. Performance levels are more meaningful when compared to past performance or the performance of others within and/or outside the organization. Since relationships are the lifeblood of organizations, they affect individual, group, and organizational performance.

Under the systems effect, all people in the organization are affected by at least one other person, and each person affects the whole group or organization. To have high levels of performance, the organization must have high-performing individuals and groups. In a sense, individuals and groups are the foundation of an organization. Just as people are the foundation of the organization, behavior and human relations are the foundation supporting performance. If either is ineffective, performance will fall.

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91) The Hawthorne effect refers to an increase in performance caused by the special attention given to employees, rather than tangible changes in the work. From the mid-1920s to the early 1930s, Elton Mayo and his associates from Harvard University conducted research at the Western Electric Hawthorne Plant near Chicago. As a consequence of these studies, the Hawthorne effect was discovered.
With the knowledge of the results of the Hawthorne Studies, some managers used human relations as a means of manipulating employees, while others took the attitude that a happy worker is a productive worker.

92) Following are some of the trends and challenges of human relations:
1. Globalization: Chief executive officers (CEOs) rate globalization as the top challenge to business leadership in the 21st century.
2. Diversity: With globalization, firms need to adapt to a diversity of cultures. Even domestic companies face a diversity challenge as the American workforce becomes increasingly diversified.
3. Technology, innovation, and change: The CEOs listed technology as their second major concern, which improves global business. Innovations using technology have changed the way and speed at which we conduct business.
4. Learning and knowledge: The key to business success today is continuous learning and sharing knowledge to develop technology to improve products and processes.
5. Ethics: Trust in business today is low, as business scandals have heightened awareness of the need for ethical leadership.

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93) Following are the 10 human relations guidelines:

1. Think and be optimistic. We usually find what we are looking for. If you look for, and emphasize, the positive, you will find it. Most successful people are optimistic.
2. Be positive. Praise and encourage people. People don't like negative people and avoid complainers, and you should too.
3. Be genuinely interested in other people. Think about your favorite boss and friends. One of the reasons you like them is that they show a genuine interest in you. True friends take a genuine interest in each other and are loyal and honest, they look out for their best interest.
4. Smile and develop a sense of humor. A smile shows interest and caring. Relax, laugh, and enjoy yourself as you smile. Be willing to laugh at yourself.
5. Call people by name. Calling people by the name they prefer shows an interest in them and makes them feel important. If you forget a person's name, whenever possible, ask someone else what it is before contacting the person.
6. Listen to people. We learn more by listening than we do by talking. Encourage others to talk about themselves.
7. Help others. Successful leaders focus on others' well-being/win–win. People who use people may be somewhat successful in the short run, but those who are being used usually catch on and the relationship is hurt.
8. Think before you act. Feel your emotions, but control your behavior. It is not always what you say but how you say it that can have a negative impact on human relations. Before you say and do things, think about the possible consequences.
9. Apologize. We all sometimes do or say things (behavior) that offend or hurt others in some way. To truly repair relationships, the best starting point is to admit mistakes and give a "sincere" apology.
10. Create win–win situations. The goal of human relations is to create

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win–win situations. The best way to get what you want is to help other people get what they want and vice versa.

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94) Human relations problems often occur when the psychological contract is not met. The psychological contract is the shared expectations between people. As long as expectations are met, things go well. However, if expectations are not met, human relations problems occur.

The three alternatives to resolve a human relations problem are:

(1) Change the other person. Whenever there is a human relations problem, it is easy to blame the other party and expect her or him to make the necessary changes in behavior to meet one's expectations. In reality, few human relations problems can be blamed entirely on one party. Both parties usually contribute to the human relations problem. Blaming the other party without taking some responsibility usually results in resentment and defensive behavior. Also, many self-centered people view themselves as nearly perfect and in no need of personal change. The more you force people to change to meet your expectations, the more difficult it is to maintain effective human relations.
(2) Change the situation. If you have a problem getting along with the person or people you work with, you can try to change the situation by working with another person or other people. You may tell your boss you cannot work with so-and-so because of a personality conflict, and ask for a change in jobs. There are cases where this is the only solution; however, when you complain to the boss, the boss often figures that you, not the other party, are the problem. Blaming the other party and trying to change the situation enables you to ignore your own behavior, which may be the actual cause of the problem.
(3) Change yourself. Knowing yourself is important in good human relations through self-assessment. In most human relations problems, the best alternative is to examine others' behavior and try to understand why they are doing and saying the things they are; then examine your own

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behavior to determine why you are behaving the way you are. In most cases, the logical choice is to change your own behavior. That does not mean doing whatever other people request. In fact, you should be assertive. You are not being forced to change; rather, you are changing your behavior because you elect to do so. When you change your behavior, others may also change.

95) Competencies are performance capabilities that distinguish effective from ineffective behavior, human relations, and performance: they are the underlying characteristics of a person that lead to or cause effective and outstanding performance.

• Intrapersonal skills are within the individual and include characteristics such as personality, attitudes, self-concept, and integrity.
• Interpersonal skill is the ability to work well with a diversity of people.
• Leadership skill is the ability to influence others and work well in teams.

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