Test Bank for Organizational Behavior 1st Black

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Chapter 1

Management and Organizational Behavior

TRUE-FALSE QUESTIONS

Title: ANSWER: F REFERENCE: The Nature of Work LEARNING OUTCOME: 1
1. Identity and self-esteem can rarely be found in the workplace.
a. True
b. False

Title: ANSWER: T REFERENCE: The Nature of Work LEARNING OUTCOME: 1
2. Work can be defined as an activity that produces something of value for other people.
a. True
b. False

Title: ANSWER: T REFERENCE: The Nature of Work LEARNING OUTCOME: 1
3. Through work, economic self-sufficiency can be found.
a. True
b. False

4. Title: ANSWER: F REFERENCE: The Nature of Work LEARNING OUTCOME: 1
Work cannot provide social status within a community setting.
a. True
b. False

Title: ANSWER: T REFERENCE: The Nature of Work LEARNING OUTCOME: 1
5. Work serves a social function in society.
a. True
b. False

Title: ANSWER: F REFERENCE: The Changing Workplace LEARNING OUTCOME: 2
6. Generally speaking, most industries do not possess advanced technologies.
a. True
b. False

Title: ANSWER: T REFERENCE: The Changing Workplace LEARNING OUTCOME: 2
7. One area where we clearly see technological change at work is in the field of robotics.
a. True
b. False

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Title: ANSWER: T REFERENCE: The Changing Workplace LEARNING OUTCOME: 2
8. The traditional adversarial relationship between management and workers is a major hurdle in the pursuit of industrial competitiveness.
a. True
b. False

Title: ANSWER: F REFERENCE: The Changing Workplace LEARNING OUTCOME: 2
9. White females have historically dominated the American economic workforce.
a. True
b. False

Title: ANSWER: T REFERENCE: The Changing Workplace LEARNING OUTCOME: 2
10. In the changing workforce, the percentage of American-born workers in the workplace is dropping.
a. True
b. False

Title: ANSWER: F REFERENCE: The Changing Workplace LEARNING OUTCOME: 2
11. Uncertainty has often been called the only constant in life.
a. True
b. False

Title: ANSWER: F REFERENCE: The Changing Workplace LEARNING OUTCOME: 2
12. Over the last decade, Japan experienced an 8.5 percent annual growth rate in manufacturing productivity.
a. True
b. False

Title: ANSWER: F REFERENCE: The Nature of Management LEARNING OUTCOME: 3
13. When managers oversee the work of their subordinates, it is called controlling.
a. True
b. False

Title: ANSWER: F REFERENCE: The Nature of Management LEARNING OUTCOME: 3
14. Middle managers supervise rank-and-file employees and carry out day-to-day activities within departments.
a. True
b. False

Title: ANSWER: T REFERENCE: The Nature of Management LEARNING OUTCOME: 3
15. Human relations skills involve the ability to work with people and understand employee motivation and group processes.
a. True
b. False

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Title: ANSWER: T REFERENCE: A Model of Organizational Behavior and Management LEARNING OUTCOME: 4
16. A concern of micro-organizational behavior is the behavior of individuals and groups.
a. True
b. False

Title: ANSWER: T REFERENCE: A Model of Organizational Behavior and Management LEARNING OUTCOME: 4
17. Understanding the behavior of people at work is a fundamental aspect of effective management in an organization.
a. True
b. False

Title: ANSWER: F REFERENCE: A Model of Organizational Behavior and Management LEARNING OUTCOME: 4
18. While there have been many attempts to provide a differentiation between leadership and management, they are the same thing.
a. True
b. False

Title: ANSWER: B REFERENCE: The Nature of Work LEARNING OUTCOME: 1
1. An activity that produces something of value for other people may be defined by which of the following?
A. Leisure
B. Work
C. Assessment
D. Substitution
E. Behavior

Title: ANSWER: B REFERENCE: The Nature of Work LEARNING OUTCOME: 1
2. Work serves all of these functions EXCEPT:
A. an economic function
B. a source of alienation
C. social functions
D. source of social status in the community
E. a source of identity and self-esteem

Title: ANSWER: A REFERENCE: The Nature of Work LEARNING OUTCOME: 1
3. When individuals experience sensations of powerlessness, meaninglessness, and normlessness, it best describes which of the following?
A. Alienation
B. Long-range planning
C. Micro-organizational behavior
D. Work
E. Leisure

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Title: ANSWER: B REFERENCE: The Changing Workplace LEARNING OUTCOME: 2
4. A fundamental challenge facing managers is how to achieve _____ goals while simultaneously providing for employee welfare and satisfaction.
A. structured
B. performance
C. analytical
D. consistent
E. personal

Title: ANSWER: E REFERENCE: The Changing Workplace LEARNING OUTCOME: 2
5. _____ have dominated the American economy over time.
A. Black Males
B. Asian Males
C. Black Females
D. White Females
E. White Males

Title: ANSWER: D REFERENCE: The Changing Workplace LEARNING OUTCOME: 2
6. In the changing economy, White males will represent only ____ percent of new entrants in the workplace.
A. 25
B. 33
C. 65
D. 15
E. 50

Title: ANSWER: C REFERENCE: The Changing Workplace LEARNING OUTCOME: 2
7. Which of these best describe a company's ability to provide products and services more effectively and efficiently than competitors?
A. Micro-organizational behavior
B. Organizational design
C. Industrial competitiveness
D. Alienation
E. Organizational processes

Title: ANSWER: A REFERENCE: The Changing Workplace LEARNING OUTCOME: 2
8. Which of these refers to the application of scientific knowledge for practical purposes?
A. Technology
B. Organizational design
C. Industrial competitiveness
D. Alienation
E. Ethics

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Title: ANSWER: E REFERENCE: The Changing Workplace LEARNING OUTCOME: 2
9. Which of these is NOT a matrix utilized in determining the relative competitiveness of the economies?
A. Institutions
B. Higher education and training
C. Infrastructure
D. Macroeconomic environment
E. Ethics

Title: ANSWER: A REFERENCE: The Changing Workplace LEARNING OUTCOME: 2
10. On a Global Competitiveness Index, which country ranks on the top?
A. Switzerland
B. Netherlands
C. Singapore
D. Germany
E. United States

Title: ANSWER: D REFERENCE: The Changing Workplace LEARNING OUTCOME: 2
11. _____ is a term often used to describe comprehensive efforts to monitor and improve all aspects of quality within a firm.
A. Ethics
B. Robotics
C. Expert Systems
D. TQM
E. CIMS

Title: ANSWER: D REFERENCE: The Changing Workplace LEARNING OUTCOME: 2
12. Which of the following occupation shows the fastest growth rate in 2016-2026?
A. Physical therapist assistant
B. Medical assistants
C. Software developers, applications
D. Solar photovoltaic installers
E. Physician assistants

Title: ANSWER: A REFERENCE: The Changing Workplace LEARNING OUTCOME: 2
13. Which of these best define the moral principles that govern a person's behavior or the conducting of an activity?
A. Ethics
B. Alienation
C. Expert Systems
D. TQM
E. CIMS

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Title: ANSWER: A REFERENCE: The Nature of Management LEARNING OUTCOME: 3
14. Who espoused “The art of getting things done through people” definition of management?
A. Mary Parker Follett
B. Studs Terkel
C. Edwin Bailey
D. Edward Deming
E. Michael Porter

Title: ANSWER: C REFERENCE: The Nature of Management LEARNING OUTCOME: 3
15. Which of these defines the process of planning, organizing, directing, and controlling the activities of employees in combination with other resources to accomplish organizational objectives?
A. Micro-organizational behavior
B. Organizational design
C. Management
D. Ethics
E. Organizational behavior
Title: ANSWER: A REFERENCE: The Nature of Management LEARNING OUTCOME: 3
16. Some form of management is in virtually all _____-seeking organizations.
A. goal
B. profit
C. loss
D. self
E. nonprofit

Title: ANSWER: B REFERENCE: The Nature of Management LEARNING OUTCOME: 3
17. When Susan is involved in strategic planning and development activities at ABC Products, it describes which of her managerial responsibilities?
A. Controlling
B. Long-range planning
C. Supervision
D. Coordinating
E. Internal consulting

Title: ANSWER: A REFERENCE: The Nature of Management LEARNING OUTCOME: 3
18. At Brickyard Tools, one of Jerome’s key responsibility is to evaluate and take corrective action concerning the allocation and use of human, financial, and material resources. This describes which of Jerome’s managerial responsibilities?
A. Controlling
B. Long-range planning
C. Supervision
D. Coordinating
E. Internal consulting

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Title: ANSWER: C REFERENCE: The Nature of Management LEARNING OUTCOME: 3
19. When managers continually oversee the work of their subordinates, it describes which of these managerial responsibilities?
A. Controlling
B. Long-range planning
C. Supervision
D. Coordinating
E. Internal consulting

Title: ANSWER: E REFERENCE: The Nature of Management LEARNING OUTCOME: 3
20. Which of these is NOT one of the managerial responsibilities identified in the text?
A. Controlling
B. Long-range planning
C. Supervision
D. Coordinating
E. External consulting

Title: ANSWER: E REFERENCE: The Nature of Management LEARNING OUTCOME: 3
21. Bianca regularly maintains contact with representatives from various constituencies outside the company, including state and federal agencies and local civic groups. This describes which of Jerome's managerial responsibilities?
A. Controlling
B. Long-range planning
C. Supervision
D. Coordinating
E. Community relations

Title: ANSWER: D REFERENCE: The Nature of Management LEARNING OUTCOME: 3
22. A general level of management is considered by all but one of the following:
A. Executives
B. First-line management
C. Middle Management
D. Systems Management
E. All of these are considered general levels of management.

Title: ANSWER: A REFERENCE: The Nature of Management LEARNING OUTCOME: 3
23. _____ are at the top of the hierarchy and are responsible for the entire organization, especially its strategic direction.
A. Executive managers
B. First-line managers
C. Middle Managers
D. Systems Management
E. Rank-and-file employees

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Title: ANSWER: C REFERENCE: The Nature of Management LEARNING OUTCOME: 3
24. _____ are responsible for major departments and may supervise other lower-level managers.
A. Executive managers
B. First-line managers
C. Middle Managers
D. Systems Management
E. Rank-and-file employees

Title: ANSWER: B REFERENCE: The Nature of Management LEARNING OUTCOME: 3
25. _____ are responsible for supervising frontline employees and carry out day-to-day activities within departments.
A. Executive managers
B. First-line managers
C. Middle Managers
D. Systems Management
E. Rank-and-file employees

Title: ANSWER: C REFERENCE: The Nature of Management LEARNING OUTCOME: 3
26. _____skills represent a manager's ability to organize and analyze information.
A. Technical
B. Cognitive
C. Conceptual
D. Deductive
E. Human relations

Title: ANSWER: A REFERENCE: The Nature of Management LEARNING OUTCOME: 3
27. A manager's _____ skills represent the use of the tools, procedures, and techniques unique to his/her specialty.
A. technical
B. cognitive
C. conceptual
D. deductive
E. human relations

Title: ANSWER: E REFERENCE: The Nature of Management LEARNING OUTCOME: 3
28. _____ skills involve the ability to work with people and understand employee motivation and group processes.
A. Technical
B. Cognitive
C. Conceptual
D. Deductive
E. Human relations

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Title: ANSWER: C REFERENCE: The Nature of Management LEARNING OUTCOME: 3
29. _____ skills include the ability to see the organization as a whole and to understand how various parts fit together to work as an integrated unit.
A. Technical
B. Cognitive
C. Conceptual
D. Deductive
E. Human relations

Title: ANSWER: A REFERENCE: The Nature of Management LEARNING OUTCOME: 3
30. In order to achieve success in _____ positions, conceptual skills are far more important than technical skills.
A. executives
B. first-line
C. middle management
D. systems management
E. rank-and-file employees

Title: ANSWER: B REFERENCE: The Nature of Management LEARNING OUTCOME: 3
31. Generally ____ require more technical skills and fewer conceptual skills.
A. executive managers
B. first-line managers
C. middle Managers
D. systems managers
E. board of directors

Title: ANSWER: C REFERENCE: The Nature of Management LEARNING OUTCOME: 3
32. Which of the following managers focus less on planning, coordinating, and consulting but more on customer relations and external contact?
A. Accounting
B. Human resources
C. Marketing
D. Systems
E. Manufacturing

Title: ANSWER: D REFERENCE: The Nature of Management LEARNING OUTCOME: 3
33. Both the ____ and human resources department managers rate high on long-range planning, but will spend less time on the organization's products and service offerings.
A. marketing
B. computer
C. transportation
D. accounting
E. manufacturing

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Title: ANSWER: B REFERENCE: The Nature of Management LEARNING OUTCOME: 3
34. The role of the _____ strategist is understanding world markets and thinking internationally.
A. human
B. global
C. visionary
D. conceptual
E. technical

Title: ANSWER: A REFERENCE: A Model of Organizational Behavior and Management LEARNING OUTCOME: 4
35. The study of people's behavior is _____ behavior.
A. organizational
B. human
C. management
D. ethical
E. alienation

Title: ANSWER: C REFERENCE: A Model of Organizational Behavior and Management LEARNING OUTCOME: 4
36. _____ is primarily concerned with the behavior of individuals and groups.
A. Organizational theory
B. Management
C. Micro-organizational behavior
D. Ethics
E. Macro-organizational behavior

Title: ANSWER: A REFERENCE: A Model of Organizational Behavior and Management LEARNING OUTCOME: 4
37. _____ is concerned with organization-wide issues, such as organization design and the relations between an organization and its environment.
A. Organizational theory
B. Management
C. Micro-organizational behavior
D. Ethics
E. Macro-economics

Title: ANSWER: E REFERENCE: A Model of Organizational Behavior and Management LEARNING OUTCOME: 4
37. _____ is a formal methodology that identifies dysfunctional aspects of workflow, procedures, structures and systems, and then realigns them to fit current business goals and develops plans to implement change.
A. Organizational theory
B. Management
C. Micro-organizational behavior
D. Ethics
E. Organizational design

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