1) Walt assigned a group of several employees to be responsible for attaining a

departmental goal. In effect, Walt has formed a \_\_\_\_\_\_\_\_.

A) control group

B) formal group

C) nominal group

D) none of the above

2) Deb consistently argues against the consensus of other members of her group

in an effort to probe for weaknesses in the group’s current position. Deb’s role

in the group is that of being a \_\_\_\_\_\_\_\_.

A) manager

B) leader

C) devil’s advocate

D) cultural advocate

3) Role \_\_\_\_\_\_\_\_ involves the differences between one’s group role and one’s

other roles in the workplace.

A) Overload

B) Conflict

C) Reduction

D) Ambiguity

4) Role \_\_\_\_\_\_\_\_ involves having group or team assignments that are too great

and too much for one individual to handle.

A) Overload

B) Ambiguity

C) Reduction

D) Conflict

5) Which statement best describes group attractiveness?

A) Behaving in a way that directly affects goal accomplishment.

B) Attracting others to the group through an emotional appeal.

C) Generating interest and demonstrating value to others so they will choose to

join a group.

D) Causing confusion over roles in a group and their boundaries

6) \_\_\_\_\_\_\_\_ committees are established to handle specific situations and then

dissolve once the task is accomplished.

A) Ad hoc

B) Quality circle

C) Task force

D) Standing

7) The group members in Barney’s group are so tight they have stopped express

ing their individual opinions and considering input from others outside of the

group. Which statement best describes the groupthink that has now impacted

the behavior of the group?

A) Consensus that occurs within organizations.

B) Sharing responsibility to the point that accountability is difficult to ascertain.

C) Negative results from intragroup pressures within group decision making.

D) Division of authority and responsibility that occurs in behavioral and flat orga-

nizations.

8) Which stage of group formation occurs when group members are focused on

becoming acquainted with each other?

A) Performing

B) Forming

C) Norming

D) Conforming

9) Which stage of group formation occurs when group members are facing con-

flict over the direction the team will take and the leadership within the group?

A) Conforming

B) Performing

C) Storming

D) Forming

10) Managers utilize \_\_\_\_\_\_\_\_ as they attempt to modify, improve, and correct

employee behavior.

A) discipline

B) groups

C) organizational politics

D) supervision

11) Conformity that is considered to be legitimate could best be described using

which of the following examples?

A) Ankle bracelets used to monitor off-hour employee activities.

B) Hobby activities for employees.

C) Dating policies for non-employees.

D) Company smoking policies.

12) Human resource managers commonly believe their companies have the right

to use which of the following employee surveillance activities?

A) Surveillance

B) Information collection

C) Employee testing

D) All of the above

13) \_\_\_\_\_\_\_\_ testing involves analyzing handwriting samples as a means of char

acter testing.

A) HIV

B) Graphology

C) Personality

D) Integrity

14) According to your textbook, what percent of companies indicated in a recent

Human Resource Management Association survey that they had conducted

some form of employee surveillance?

A) 40%

B) 60%

C) 50%

D) 70%

15) What should be the first step in a progressive disciplinary method?

A) Suspension of employment

B) Oral warning

C) Written warning

D) Job termination

16) When a penalty is imposed because of a specific undesirable behavior, this

can be referred to as \_\_\_\_\_\_\_\_.

A) positive reinforcement

B) extinction

C) negative reinforcement

D) punishment

17) Homer has a boring job with no chance for advancement or personal growth.

He mastered his job years ago and doesn’t feel he is accomplishing much.

The money is fine and Homer has a great boss. Homer can’t really complain

about the benefits or working conditions either. According to Herzberg, what

does Homer feel?

1. Dissatisfaction

2. No Dissatisfaction

3. Satisfaction

4. No Satisfaction

A) 2 and 4

B) 2 and 3

C) 1 and 4

D) 3

18) John appears to have a strong need for approval in order to perform his job ef-

fectively. What does this indicate John is looking for?

A) Official consent or confirmation he is performing his job correctly

B) Feeling he has accomplished the goals set for him by management.

C) Capacity to perform his assigned tasks effectively.

D) Sufficient ability to complete his assigned tasks.

19) John appears to have a strong need for competence in order to perform his job

effectively. What does this indicate John is looking for?

A) Capacity to perform his assigned tasks effectively.

B) Feeling he has accomplished the goals set for him by management.

C) Official consent or confirmation he is performing his job correctly.

D) Sufficient ability to complete his assigned tasks.

20) Joshua and Jordan have been assigned to work collaboratively on the devel-

opment of a new electronic microfiche reader. The deadline for their project

is rapidly approaching. Jordan has been working overtime to ensure their

deadline is met. Joshua has consistently left promptly at 5 p.m. each day.

Which motivation theory best describes tension Jordan is likely experiencing

as deadline day approaches?

A) Expectancy Theory

B) Reinforcement Theory

C) Equity Theory

D) Maslow’s Hierarchy of Needs Theory

21) When Zoe was in high school, she had no idea what she wanted to do to make

a living. After three years of college she still had no clue, so she quit and took

a job as a cashier at Homer’s Depot. It pays a few bills, but she really can’t

get excited about it. She is really hoping there is a coming downsizing and

she is offered a few weeks severance pay so she can take a vacation. What job

satisfaction factor best explains Zoe’s attitude?

A) Her expectations

B) Her age

C) Her comparisons

D) Her level of commitment

22) When Jose looks at the jobs his brothers and sisters have and those of his

neighbors, he feels proud. His job seems so much better, more rewarding,

and more fulfilling. What individual job satisfaction factor accounts for Jose’s

attitude?

A) Opinions of others

B) Job involvement

C) Coworker influence

D) Comparisons

23) Which statement best describes job variety?

A) The feedback an employee receives from their job performance.

B) The freedom employees have to establish their own work goals and determine

their own criteria for success.

C) The required skills and knowledge needed to perform a job.

D) The level of control employees have over their work.

24) Which statement best describes role ambiguity?

A) An employee not knowing what their job is or their place within the firm.

B) An employee’s multiple job roles that interfere with one another.

C) An employee’s future internal and external job prospects.

D) An employee’s assurance of continued future employment.

25) Which statement best describes achievement in the workplace?

A) The noticeable acknowledgement of an employee’s performance.

B) The required skills employees need to perform their job

C) The success an employee has with their job.

D) The freedom employees have to establish their own work goals.