Student name:\_\_\_\_\_\_\_\_\_\_

**1)** Janell is having an argument with her father. He believes that focusing on her computer knowledge (hard skills) is the most important of Janell’s college experience. Janell disagrees, arguing that \_\_\_\_\_\_\_\_ is/are the more critical and will help her in the hiring process.

A) problem solving   
 B) self-awareness  
 C) soft skills  
 D) an ethical perspective  
 E) business knowledge

**Question Details**AACSB : Knowledge Application  
Accessibility : Keyboard Navigation  
Bloom's : Understand  
Difficulty : 2 Medium  
Learning Objective : 01-01 Describe the value of OB to your job and career.  
Topic : Conceptual Skills

**2)** \_\_\_\_\_\_\_\_ is the interdisciplinary field dedicated to understanding and managing people at work.

A) Management theory   
 B) Management dynamics  
 C) Organizational behavior  
 D) Organizational dynamics  
 E) Organizational theory

**Question Details**AACSB : Knowledge Application  
Accessibility : Keyboard Navigation  
Bloom's : Remember  
Difficulty : 1 Easy  
Topic : Organizational Behavior (OB)  
Learning Objective : 01-01 Describe the value of OB to your job and career.

**3)** Which of the following fields is *not* a field from which OB draws?

A) political science   
 B) accounting  
 C) statistics  
 D) economics  
 E) vocational counseling

**Question Details**AACSB : Knowledge Application  
Accessibility : Keyboard Navigation  
Bloom's : Remember  
Difficulty : 1 Easy  
Topic : Organizational Behavior (OB)  
Learning Objective : 01-01 Describe the value of OB to your job and career.

**4)** OB is important in all facets of school and work because

A) hard skills are a critical factor to your success.   
 B) this indicates that you have common sense.  
 C) this technical knowledge is in great demand.  
 D) a career in OB will ensure a high salary.  
 E) it helps us to understand and manage people.

**Question Details**AACSB : Knowledge Application  
Accessibility : Keyboard Navigation  
Topic : Organizational Behavior (OB)  
Bloom's : Understand  
Difficulty : 2 Medium  
Learning Objective : 01-01 Describe the value of OB to your job and career.

**5)** Jon is dealing with several employees who are chronically late. He unilaterally decides to dock everyone’s daily pay 5 percent if they are more than 10 minutes late. Jon will have better results using

A) the contingency approach.   
 B) the “one-best-way” approach.  
 C) the environmental theory.  
 D) ethical decision making.  
 E) the human capital theory.

**Question Details**AACSB : Knowledge Application  
Accessibility : Keyboard Navigation  
Difficulty : 1 Easy  
Bloom's : Apply  
Learning Objective : 01-01 Describe the value of OB to your job and career.  
Topic : Contingency Theory

**6)** Practicing mindfulness daily, taking timeouts, keeping track of strengths and weaknesses, taking self-assessments and listening are all practical advice for building your

A) soft skills.   
 B) hard skills.  
 C) cognition level.  
 D) self-awareness.  
 E) hindsight.

**Question Details**AACSB : Knowledge Application  
Accessibility : Keyboard Navigation  
Bloom's : Remember  
Difficulty : 1 Easy  
Learning Objective : 01-01 Describe the value of OB to your job and career.  
Topic : Building Workplace Skills

**7)** Which of the following statements is *false*?

A) The contingency approach is just common sense.   
 B) Common sense excels in well-known scenarios with predictable outcomes.  
 C) Common sense requires less effort than finding the real problem.  
 D) Common sense can be overly subjective.  
 E) Common sense is weak in unexpected situations.

**Question Details**AACSB : Knowledge Application  
Accessibility : Keyboard Navigation  
Bloom's : Understand  
Difficulty : 2 Medium  
Learning Objective : 01-01 Describe the value of OB to your job and career.  
Topic : Contingency Theory

**8)** Problem solving and critical thinking are \_\_\_\_\_\_\_\_ because they use logic and reasoning to develop and evaluate options.

A) technical skills   
 B) soft skills  
 C) common sense  
 D) hard skills  
 E) personal attributes

**Question Details**AACSB : Knowledge Application  
Accessibility : Keyboard Navigation  
Bloom's : Understand  
Difficulty : 2 Medium  
Learning Objective : 01-01 Describe the value of OB to your job and career.  
Topic : Conceptual Skills

**9)** Which of the following is *not* one of the top four skills desired by employers?

A) teamwork   
 B) critical thinking  
 C) problem solving  
 D) creativity  
 E) people management

**Question Details**AACSB : Knowledge Application  
Accessibility : Keyboard Navigation  
Bloom's : Remember  
Difficulty : 1 Easy  
Learning Objective : 01-01 Describe the value of OB to your job and career.  
Topic : Conceptual Skills

**10)** Vance and Donal were hired by the same network support firm. One year later, Donal receives a promotion to team leader. Vance believes he has stronger technical skills and asks his supervisor why he did not get the promotion. The supervisor says that Donal has better people skills. Having \_\_\_\_\_\_\_\_ can enable a person’s promotion.

A) soft skills   
 B) hard skills  
 C) technical skills  
 D) team skills  
 E) the right degree

**Question Details**AACSB : Knowledge Application  
Accessibility : Keyboard Navigation  
Bloom's : Understand  
Difficulty : 2 Medium  
Learning Objective : 01-01 Describe the value of OB to your job and career.  
Topic : Conceptual Skills

**11)** \_\_\_\_\_\_\_\_ matters because it gives you credibility with your peers and those you manage.

A) Performance   
 B) Motivation  
 C) Communication  
 D) Self-confidence  
 E) Cheating

**Question Details**AACSB : Knowledge Application  
Accessibility : Keyboard Navigation  
Difficulty : 1 Easy  
Bloom's : Understand  
Learning Objective : 01-01 Describe the value of OB to your job and career.  
Topic : Ethical Behavior Affecting Performance

**12)** “When you know yourself, you are comfortable with your strengths and not crippled by your shortcomings …” This is

A) a soft skill.   
 B) self-awareness.  
 C) common sense.  
 D) hindsight.  
 E) objectivity.

**Question Details**AACSB : Knowledge Application  
Accessibility : Keyboard Navigation  
Bloom's : Understand  
Difficulty : 2 Medium  
Learning Objective : 01-01 Describe the value of OB to your job and career.  
Topic : Self-Awareness

**13)** Regarding the relative importance of personal and technical skills,

A) they remain equal and this does not change throughout careers.   
 B) technical skills are more important regardless of job level.  
 C) personal skills are more important regardless of job level.  
 D) technical skills become more important as job level increases.  
 E) personal skills become more important as job level increases.

**Question Details**AACSB : Knowledge Application  
Accessibility : Keyboard Navigation  
Bloom's : Understand  
Difficulty : 2 Medium  
Learning Objective : 01-01 Describe the value of OB to your job and career.  
Topic : Knowledge and Skill

**14)** Luis’s Ice Cream Store sales were down 15 percent this summer. The owner, Luis, says that in his experience rainy summers mean lower ice cream sales. Johanna, his assistant, notices the staff at Luis’s appear uninterested and slow to serve customers. He would like to replace at least one of them with a younger college student for the rest of the summer. Johanna is using a(n) \_\_\_\_\_\_\_\_ perspective.

A) experience   
 B) management theory  
 C) hindsight  
 D) contingency  
 E) common sense

**Question Details**AACSB : Knowledge Application  
Accessibility : Keyboard Navigation  
Bloom's : Remember  
Difficulty : 2 Medium  
Learning Objective : 01-01 Describe the value of OB to your job and career.  
Topic : Contingency Theory

**15)** At her job, Sarah doesn’t identify what is bothering her team members who report directly to her. Two have left the company in the past three months and she didn’t probe why they decided to leave. She just assumes they are getting a higher salary elsewhere. Sarah is showing a(an)

A) lack of rigor.   
 B) lack of self-awareness.  
 C) lack of authenticity.  
 D) over-reliance on hindsight.  
 E) lack of objectivity.

**Question Details**AACSB : Knowledge Application  
Accessibility : Keyboard Navigation  
Difficulty : 1 Easy  
Bloom's : Understand  
Learning Objective : 01-01 Describe the value of OB to your job and career.  
Topic : Self-Awareness

**16)** Dev argues that 9 AM is a bad time to sign up for a small discussion group because he will be too tired from the previous night’s activities. He prefers to sign up for a large lecture class at that time. José disagrees, noting that this small discussion group is something they both wanted to do and will require their attention, while they may not focus in the lecture class. Dev says that this is not a commonsense approach. What weakness does Dev exhibit?

A) lack of rigor   
 B) lack of self-awareness  
 C) lack of authenticity  
 D) over-reliance on hindsight  
 E) lack of objectivity

**Question Details**AACSB : Knowledge Application  
Accessibility : Keyboard Navigation  
Bloom's : Remember  
Difficulty : 1 Easy  
Learning Objective : 01-01 Describe the value of OB to your job and career.  
Topic : Self-Awareness

**17)** \_\_\_\_\_\_\_\_, with which you can build goodwill, include personality, teamwork and leadership.

A) Interpersonal skills   
 B) Commonsense skills  
 C) Hard skills  
 D) Technical expertise  
 E) Personal attributes

**Question Details**AACSB : Knowledge Application  
Accessibility : Keyboard Navigation  
Bloom's : Remember  
Difficulty : 1 Easy  
Learning Objective : 01-01 Describe the value of OB to your job and career.  
Topic : Social Capital

**18)** Kevin expresses concern about Margarite, an intern scheduled to work on his team for three weeks. Julio, Kevin’s manager, quickly decides to move Margarite to another team. Which key problem-solving step has Julio skipped?

A) define the problem   
 B) take action  
 C) find a solution  
 D) defuse the situation  
 E) implement changes

**Question Details**AACSB : Knowledge Application  
Accessibility : Keyboard Navigation  
Difficulty : 1 Easy  
Topic : Decision Making  
Bloom's : Apply  
Learning Objective : 01-03 Utilize OB to solve problems and increase your effectiveness.

**19)** In some business situations, you will make recommendations to solve a problem. Which of the following actions can help improve the quality of your recommendations?

A) Check with human resources to be sure that you are following protocol.   
 B) Make sure that your suggestions don’t upset any team members.  
 C) Make sure that your recommendations address the causes of the problem.  
 D) Make sure you offer a quick fix for the problem.  
 E) Ask your superior to present the recommendations.

**Question Details**AACSB : Knowledge Application  
Accessibility : Keyboard Navigation  
Difficulty : 1 Easy  
Topic : Decision Making  
Bloom's : Understand  
Learning Objective : 01-03 Utilize OB to solve problems and increase your effectiveness.

**20)** \_\_\_\_\_\_\_\_ highlight the fact that choosing among available options is not always a choice between right and wrong.

A) Organizational theories   
 B) Ethical dilemmas  
 C) Ethical lapses  
 D) Management theories  
 E) Ill-conceived goals

**Question Details**AACSB : Knowledge Application  
Accessibility : Keyboard Navigation  
AACSB : Ethics  
Learning Objective : 01-02 Identify factors that influence unethical conduct and how it affects perfo  
Bloom's : Understand  
Difficulty : 2 Medium  
Topic : Ethical Behavior

**21)** Zoe is a bank manager charged with determining which employees are downsized. Her only guidelines are to keep those employees who contribute the most to the overall organization. When the list of employees downsized is presented, none of her personal friends are on it. This might be viewed as \_\_\_\_\_\_\_\_ behavior.

A) rational   
 B) unbiased  
 C) unethical  
 D) illegal  
 E) organizational

**Question Details**AACSB : Knowledge Application  
Accessibility : Keyboard Navigation  
Bloom's : Apply  
AACSB : Ethics  
Learning Objective : 01-02 Identify factors that influence unethical conduct and how it affects perfo  
Difficulty : 2 Medium  
Topic : Ethics

**22)** Barbara wants to become a partner in her Atlanta law firm. She knows that if she bills the most revenue, it will help her get her partnership. This \_\_\_\_\_\_\_\_ can lead to unethical behavior.

A) overvalued outcome   
 B) motivated blindness  
 C) ill-conceived goal  
 D) indirect blindness  
 E) slippery slope

**Question Details**AACSB : Knowledge Application  
Accessibility : Keyboard Navigation  
Bloom's : Apply  
AACSB : Ethics  
Learning Objective : 01-02 Identify factors that influence unethical conduct and how it affects perfo  
Difficulty : 2 Medium  
Topic : Ethical Behavior

**23)** Which of the following statements is *true*?

A) Ill-conceived goals occur when we set goals and incentives to promote a desired behavior, and that behavior is achieved.   
 B) The slippery slope refers to seeing the ethical actions of others as an example to follow.  
 C) Motivated blindness occurs when we overlook the unethical behavior of another because it’s in our interest to remain ignorant.  
 D) If the outcome is good, then the behavior must be ethical.  
 E) Direct blindness occurs when we hold others less accountable for unethical behavior because it’s carried out through third parties.

**Question Details**AACSB : Knowledge Application  
Accessibility : Keyboard Navigation  
AACSB : Ethics  
Learning Objective : 01-02 Identify factors that influence unethical conduct and how it affects perfo  
Bloom's : Understand  
Difficulty : 2 Medium  
Topic : Ethical Behavior

**24)** When confronting an issue, you will likely be perceived as more helpful and be taken more seriously if you provide an alternate course or solution and not offering complaints. What skill is this identifying to help you avoid unethical behavior?

A) Accept that confronting ethical concerns is part of your job.   
 B) Challenge the rationale.  
 C) Suggest solutions.  
 D) Consider and explain long-term consequences.  
 E) Use your lack of seniority as an asset.

**Question Details**AACSB : Knowledge Application  
Accessibility : Keyboard Navigation  
Bloom's : Remember  
Difficulty : 1 Easy  
Learning Objective : 01-02 Identify factors that influence unethical conduct and how it affects perfo  
Topic : Self-Awareness

**25)** Ethics is primarily concerned with

A) right and wrong.   
 B) legal and illegal.  
 C) moral and immoral.  
 D) religious and nonreligious.  
 E) public and nonpublic.

**Question Details**AACSB : Knowledge Application  
Accessibility : Keyboard Navigation  
Bloom's : Remember  
Difficulty : 1 Easy  
AACSB : Ethics  
Learning Objective : 01-02 Identify factors that influence unethical conduct and how it affects perfo  
Topic : Ethics

**26)** What is the most prevalent lie on résumés?

A) incorrect job titles   
 B) errors in employment dates  
 C) false academic degrees  
 D) skill sets that are not true  
 E) exaggeration of responsibilities

**Question Details**AACSB : Knowledge Application  
Accessibility : Keyboard Navigation  
Bloom's : Remember  
Difficulty : 1 Easy  
AACSB : Ethics  
Learning Objective : 01-02 Identify factors that influence unethical conduct and how it affects perfo  
Topic : Unethical Behavior

**27)** In an ethical dilemma,

A) there are two choices, *neither* of which resolves the situation in an ethically acceptable manner.   
 B) there are two choices, *either* of which resolves the situation in an ethically acceptable manner.  
 C) there are two choices, *one* of which resolves the situation in an ethically acceptable manner.  
 D) there is only one choice.  
 E) there are no choices.

**Question Details**AACSB : Knowledge Application  
Accessibility : Keyboard Navigation  
AACSB : Ethics  
Learning Objective : 01-02 Identify factors that influence unethical conduct and how it affects perfo  
Bloom's : Understand  
Difficulty : 2 Medium  
Topic : Ethics

**28)** Mack works for a small biotech firm. When the firm presents the results of its clinical trials to the FDA, Mack realizes that the results are not accurate. He reports this to the FDA. Mack is a(n)

A) ethicist.   
 B) whistle-blower.  
 C) traitor.  
 D) mole.  
 E) deviant.

**Question Details**AACSB : Knowledge Application  
Accessibility : Keyboard Navigation  
Bloom's : Remember  
Difficulty : 1 Easy  
AACSB : Ethics  
Learning Objective : 01-02 Identify factors that influence unethical conduct and how it affects perfo  
Topic : Ethics

**29)** \_\_\_\_\_\_\_\_ are goals and incentives set to promote a desired behavior, but instead encourage a negative one.

A) Ill-conceived goals   
 B) Motivated blindness  
 C) Indirect blindness  
 D) The slippery slope  
 E) Overvaluing outcomes

**Question Details**AACSB : Knowledge Application  
Accessibility : Keyboard Navigation  
AACSB : Ethics  
Learning Objective : 01-02 Identify factors that influence unethical conduct and how it affects perfo  
Bloom's : Understand  
Difficulty : 2 Medium  
Topic : Ethical Behavior

**30)** Calvin is a customer-service representative who handles phone inquiries. He has a goal of handling 12 calls per hour. When he gets a customer with a complex situation, he tends to become short with that person to keep the call short. This is an example of

A) ill-conceived goals.   
 B) motivated blindness.  
 C) indirect blindness.  
 D) the slippery slope.  
 E) overvaluing outcomes.

**Question Details**AACSB : Knowledge Application  
Accessibility : Keyboard Navigation  
Bloom's : Apply  
Difficulty : 3 Hard  
AACSB : Ethics  
Learning Objective : 01-02 Identify factors that influence unethical conduct and how it affects perfo  
Topic : Ethical Behavior

**31)** Emily is part of a team working on a project. Veronica’s role on the team is to update and present status reports to management. Emily knows that Veronica’s reports do not show the delays that have occurred, but she doesn’t say anything because she does not want upper management more involved. Which of the following is Emily exhibiting?

A) ill-conceived goals   
 B) motivated blindness  
 C) indirect blindness  
 D) the slippery slope  
 E) overvaluing outcomes

**Question Details**AACSB : Knowledge Application  
Accessibility : Keyboard Navigation  
AACSB : Ethics  
Learning Objective : 01-02 Identify factors that influence unethical conduct and how it affects perfo  
Bloom's : Understand  
Difficulty : 2 Medium  
Topic : Ethical Behavior

**32)** Cheryl saw Maria cheating on a test in their OB class. However, she did not report this because Maria is on her team in the class and she feared that Maria might be kicked out of the class and that this would hurt her team’s chances of doing well on their project. Cheryl is experiencing

A) ill-conceived goals.   
 B) motivated blindness.  
 C) indirect blindness.  
 D) the slippery slope.  
 E) overvaluing outcomes.

**Question Details**AACSB : Knowledge Application  
Accessibility : Keyboard Navigation  
Bloom's : Apply  
Difficulty : 3 Hard  
AACSB : Ethics  
Learning Objective : 01-02 Identify factors that influence unethical conduct and how it affects perfo  
Topic : Ethical Behavior

**33)** \_\_\_\_\_\_\_\_ is(are) when we hold others less accountable for unethical behavior that is carried out through third parties.

A) Ill-conceived goals   
 B) Motivated blindness  
 C) Indirect blindness  
 D) The slippery slope  
 E) Overvaluing outcomes

**Question Details**AACSB : Knowledge Application  
Accessibility : Keyboard Navigation  
AACSB : Ethics  
Learning Objective : 01-02 Identify factors that influence unethical conduct and how it affects perfo  
Bloom's : Understand  
Difficulty : 2 Medium  
Topic : Ethical Behavior

**34)** Brad asked Elvira for general advice on homework. Then he asked her to let him see specific problems. Now he wants to copy her assignment, claiming he has no time and the content is too difficult. This is an example of

A) ill-conceived goals.   
 B) motivated blindness.  
 C) indirect blindness.  
 D) the slippery slope.  
 E) overvaluing outcomes.

**Question Details**AACSB : Knowledge Application  
Accessibility : Keyboard Navigation  
Difficulty : 1 Easy  
AACSB : Ethics  
Learning Objective : 01-02 Identify factors that influence unethical conduct and how it affects perfo  
Bloom's : Understand  
Topic : Ethical Behavior

**35)** Background checks are a requirement for all employees working with children under the age of 18. Reece was aware of this policy but told Shane that it was okay to skip the check this month because it wasn’t in the budget. This procedural error could lead to hiring an employee with a criminal record. Shane is experiencing what type of unethical behavior?

A) setting ill-conceived goals   
 B) exhibiting motivated blindness  
 C) showing indirect blindness  
 D) on a slippery slope  
 E) overvaluing outcomes

**Question Details**AACSB : Knowledge Application  
Accessibility : Keyboard Navigation  
Bloom's : Apply  
Difficulty : 3 Hard  
AACSB : Ethics  
Learning Objective : 01-02 Identify factors that influence unethical conduct and how it affects perfo  
Topic : Ethical Behavior

**36)** \_\_\_\_\_\_\_\_ is when we give a pass to unethical behavior if the outcome is good.

A) Ill-conceived goals   
 B) Motivated blindness  
 C) Indirect blindness  
 D) The slippery slope  
 E) Overvaluing outcomes

**Question Details**AACSB : Knowledge Application  
Accessibility : Keyboard Navigation  
AACSB : Ethics  
Learning Objective : 01-02 Identify factors that influence unethical conduct and how it affects perfo  
Bloom's : Understand  
Difficulty : 2 Medium  
Topic : Ethical Behavior

**37)** \_\_\_\_\_\_\_\_ is the remedy for ill-conceived goals.

A) Rooting out conflicts of interest   
 B) When handing off work, asking if the assignment might invite unethical behavior  
 C) Rewarding solid decision processes, not just good outcomes,  
 D) Being alert for even trivial ethical infractions and addressing them immediately  
 E) Brainstorming unintended consequences

**Question Details**AACSB : Knowledge Application  
Accessibility : Keyboard Navigation  
Bloom's : Apply  
AACSB : Ethics  
Learning Objective : 01-02 Identify factors that influence unethical conduct and how it affects perfo  
Difficulty : 2 Medium  
Topic : Ethical Behavior

**38)** The remedy for motivated blindness is

A) to root out conflicts of interest.   
 B) when handing off work, to ask if the assignment might invite unethical behavior.  
 C) to reward solid decision processes, not just good outcomes.  
 D) to be alert for even trivial ethical infractions and address them immediately.  
 E) to brainstorm unintended consequences.

**Question Details**AACSB : Knowledge Application  
Accessibility : Keyboard Navigation  
Bloom's : Apply  
AACSB : Ethics  
Learning Objective : 01-02 Identify factors that influence unethical conduct and how it affects perfo  
Difficulty : 2 Medium  
Topic : Ethical Behavior

**39)** Eco Landscaping Company minimizes attention to a price increase by selling lawn care treatments to a subsidiary, Grow It, Inc. Grow It then increases the price of the specific treatments. The manager of Grow It wants to notify customers that they are a subsidiary of Eco Landscaping and that the increase has come from the parent company. This is an example of a remedy for

A) ill-conceived goals.   
 B) indirect blindness.  
 C) the slippery slope.  
 D) overvaluing outcomes.  
 E) motivated blindness.

**Question Details**AACSB : Knowledge Application  
Accessibility : Keyboard Navigation  
Bloom's : Apply  
AACSB : Ethics  
Learning Objective : 01-02 Identify factors that influence unethical conduct and how it affects perfo  
Difficulty : 2 Medium  
Topic : Ethical Behavior

**40)** \_\_\_\_\_\_\_\_ skills are increasingly needed in today’s complex world in order to achieve superior performance where workers at all levels of the organization are called upon to think critically, take ownership of problems, and make real-time decisions.

A) Common sense   
 B) Service  
 C) Judgement  
 D) Problem-solving  
 E) Whistle-blowing

**Question Details**AACSB : Knowledge Application  
Accessibility : Keyboard Navigation  
Bloom's : Remember  
AACSB : Ethics  
Learning Objective : 01-02 Identify factors that influence unethical conduct and how it affects perfo  
Difficulty : 2 Medium  
Topic : OB to Solve Problems

**41)** Why are ethics considered so important when studying organizational behavior?

A) Unethical behavior makes it easy to influence others and conduct business.   
 B) Unethical behavior can ensure loyalty, which helps the performance of individuals and teams.  
 C) You will be confronted with ethical challenges at all levels of organizations and throughout your career.  
 D) Unethical acts are not illegal and can benefit the company.  
 E) Some unethical acts are necessary to work around unfair governmental regulations.

**Question Details**AACSB : Knowledge Application  
Accessibility : Keyboard Navigation  
Bloom's : Apply  
AACSB : Ethics  
Learning Objective : 01-02 Identify factors that influence unethical conduct and how it affects perfo  
Difficulty : 2 Medium  
Topic : Ethical Behavior

**42)** Jaimie wants to get an A on the end of semester course project but one team member is not doing the assigned work which may result in a significant amount of points being deducted. This presents a(n) \_\_\_\_\_\_\_\_ for Jaimie.

A) ethical dilemma   
 B) desired outcome  
 C) systematic approach  
 D) goal  
 E) problem

**Question Details**AACSB : Knowledge Application  
Accessibility : Keyboard Navigation  
Difficulty : 1 Easy  
Bloom's : Understand  
Learning Objective : 01-03 Utilize OB to solve problems and increase your effectiveness.  
Topic : Self-Awareness

**43)** A problem is

A) a decision that needs to be made.   
 B) a gap between an actual and a desired situation.  
 C) always due to environmental factors.  
 D) a situation that managers rarely face.  
 E) something to be ignored until it becomes serious.

**Question Details**AACSB : Knowledge Application  
Accessibility : Keyboard Navigation  
Bloom's : Remember  
Difficulty : 1 Easy  
Learning Objective : 01-05 Utilize the Organizing Framework for Understanding and Applying OB.  
Topic : Decision Making

**44)** \_\_\_\_\_\_\_\_ is the first step on the three-step journey (or approach) of the Organizing Framework.

A) Identifying the OB concepts   
 B) Defining the problem  
 C) Making recommendations  
 D) Taking action  
 E) Delegating the problem

**Question Details**AACSB : Knowledge Application  
Accessibility : Keyboard Navigation  
Bloom's : Remember  
Difficulty : 1 Easy  
Learning Objective : 01-05 Utilize the Organizing Framework for Understanding and Applying OB.  
Topic : Decision Making

**45)** Person factors and \_\_\_\_\_\_\_\_ are the two broad categories of OB concepts and theories.

A) the three levels at work   
 B) ethical factors  
 C) situation factors  
 D) problem solving  
 E) system processes

**Question Details**AACSB : Knowledge Application  
Accessibility : Keyboard Navigation  
Bloom's : Remember  
Difficulty : 1 Easy  
Learning Objective : 01-04 Explain the practical relevance and power of OB to help solve problems.  
Topic : Person-Environment Fit

**46)** Downsizing at a company where everyone laid off had the same job and qualifications is a type of \_\_\_\_\_\_\_\_ factor.

A) person   
 B) situation  
 C) job  
 D) performance  
 E) team

**Question Details**AACSB : Knowledge Application  
Accessibility : Keyboard Navigation  
Learning Objective : 01-04 Explain the practical relevance and power of OB to help solve problems.  
Bloom's : Understand  
Difficulty : 2 Medium  
Topic : Person-Environment Fit

**47)** “Different people may perceive similar situations in different ways and similar people may perceive different situations in the same way.” This represents the \_\_\_\_\_\_\_\_ perspective.

A) interactional   
 B) ethical  
 C) problem-solving  
 D) contingency  
 E) individualistic

**Question Details**AACSB : Knowledge Application  
Accessibility : Keyboard Navigation  
Bloom's : Remember  
Difficulty : 1 Easy  
Learning Objective : 01-04 Explain the practical relevance and power of OB to help solve problems.  
Topic : Person-Environment Fit

**48)** People bring their abilities, goals, and experiences to each and every situation, which often changes the situation. Conversely, because situations have unique characteristics, such as opportunities and rewards, they change people. This dynamic reflects the interactional perspective, which explains that behavior is a function of

A) interdependent person and situation factors.   
 B) interdependent ethical and unethical factors.  
 C) interdependent human and social factors.  
 D) independent person and situation factors.  
 E) independent human and social factors.

**Question Details**AACSB : Knowledge Application  
Accessibility : Keyboard Navigation  
Bloom's : Remember  
Learning Objective : 01-04 Explain the practical relevance and power of OB to help solve problems.  
Difficulty : 2 Medium  
Topic : Person-Environment Fit

**49)** William, a hard and productive worker, quit because he couldn’t get along with his coworkers. This would be diagnosed as a(n) \_\_\_\_\_\_\_\_ level problem.

A) individual   
 B) group  
 C) organizational  
 D) interactional  
 E) situation

**Question Details**AACSB : Knowledge Application  
Accessibility : Keyboard Navigation  
Bloom's : Apply  
Difficulty : 3 Hard  
Learning Objective : 01-04 Explain the practical relevance and power of OB to help solve problems.  
Topic : Group Cohesion

**50)** Frances quit her job because she felt that her department’s reward system favored men. This would be diagnosed as a(n) \_\_\_\_\_\_\_\_ level problem.

A) individual   
 B) group  
 C) organizational  
 D) interactional  
 E) situation

**Question Details**AACSB : Knowledge Application  
Accessibility : Keyboard Navigation  
Bloom's : Apply  
Difficulty : 3 Hard  
Learning Objective : 01-04 Explain the practical relevance and power of OB to help solve problems.  
Topic : Organizational Behavior (OB)

**51)** Eva quit her job because she felt it was boring. This would be diagnosed as a(n) \_\_\_\_\_\_\_\_ level problem.

A) individual   
 B) group  
 C) organizational  
 D) interactional  
 E) situation

**Question Details**AACSB : Knowledge Application  
Accessibility : Keyboard Navigation  
Bloom's : Apply  
Difficulty : 3 Hard  
Learning Objective : 01-04 Explain the practical relevance and power of OB to help solve problems.  
Topic : Organizational Behavior (OB)

**52)** Three months ago, XYZ Corporation changed the way the typing pool is organized from a self-managed team to a more traditional structure in which employees receive their assignments from a direct supervisor. Since then, three of the seven employees have left the organization. \_\_\_\_\_\_\_\_ is the OB perspective applied here.

A) Individual   
 B) Group  
 C) Organizational  
 D) Interactional  
 E) Situation

**Question Details**AACSB : Knowledge Application  
Accessibility : Keyboard Navigation  
Bloom's : Apply  
Difficulty : 3 Hard  
Learning Objective : 01-04 Explain the practical relevance and power of OB to help solve problems.  
AACSB : Teamwork  
Topic : Group Cohesion

**53)** Several people have quit the administrative support unit of the company recently. About that time, a new company moved into the area with a better health care plan and comparable wages. \_\_\_\_\_\_\_\_ is the most likely OB perspective to apply.

A) Individual   
 B) Group  
 C) Organizational  
 D) Interactional  
 E) Situation

**Question Details**AACSB : Knowledge Application  
Accessibility : Keyboard Navigation  
Bloom's : Apply  
Difficulty : 3 Hard  
Learning Objective : 01-04 Explain the practical relevance and power of OB to help solve problems.  
Topic : Person-Environment Fit

**54)** Recently, the Triple A Explosives Company was sold to a new owner, Wileys, Inc. The operations of the two organizations are going to be merged, with several of the manufacturing locations possibly to be eliminated. \_\_\_\_\_\_\_\_ is the most likely OB perspective to apply.

A) Individual   
 B) Group  
 C) Organizational  
 D) Interactional  
 E) Situation

**Question Details**AACSB : Knowledge Application  
Accessibility : Keyboard Navigation  
Bloom's : Apply  
Difficulty : 3 Hard  
Learning Objective : 01-04 Explain the practical relevance and power of OB to help solve problems.  
Topic : Organizational Behavior (OB)

**55)** In the Organizing Framework,

A) inputs lead to processes, which lead to outcomes.   
 B) inputs lead directly to outcomes.  
 C) outcomes never affect inputs.  
 D) outcomes never affect processes.  
 E) inputs are unrelated to processes.

**Question Details**AACSB : Knowledge Application  
Accessibility : Keyboard Navigation  
Bloom's : Remember  
Learning Objective : 01-05 Utilize the Organizing Framework for Understanding and Applying OB.  
Difficulty : 2 Medium  
Topic : Outcomes

**56)** In the Organizing Framework, inputs (in part) consist of

A) individual-level processes.   
 B) group/team outcomes.  
 C) situation characteristics.  
 D) individual outcomes.  
 E) organizational outcomes.

**Question Details**AACSB : Knowledge Application  
Accessibility : Keyboard Navigation  
Bloom's : Remember  
Difficulty : 1 Easy  
Learning Objective : 01-05 Utilize the Organizing Framework for Understanding and Applying OB.  
Topic : Person-Environment Fit

**57)** In the Integrative Framework, which of the following is an outcome?

A) situation characteristics   
 B) personal factors  
 C) organizational processes  
 D) organizational turnover  
 E) awarding bonuses for good performance

**Question Details**AACSB : Knowledge Application  
Accessibility : Keyboard Navigation  
Learning Objective : 01-05 Utilize the Organizing Framework for Understanding and Applying OB.  
Bloom's : Understand  
Difficulty : 2 Medium  
Topic : Outcomes

**58)** What kind of a response is a manager making when he or she chooses a satisfactory, but not ideal, solution?

A) resolving   
 B) solving  
 C) dissolving  
 D) ignoring  
 E) avoiding

**Question Details**AACSB : Knowledge Application  
Accessibility : Keyboard Navigation  
Bloom's : Remember  
Difficulty : 1 Easy  
Learning Objective : 01-05 Utilize the Organizing Framework for Understanding and Applying OB.  
Topic : Decision Making

**59)** In solving a problem, a manager

A) selects the optimal response.   
 B) chooses a satisfactory solution.  
 C) changes the situation in which the problem occurs.  
 D) settles for less than ideal.  
 E) eliminates the problem situation.

**Question Details**AACSB : Knowledge Application  
Accessibility : Keyboard Navigation  
Bloom's : Remember  
Learning Objective : 01-05 Utilize the Organizing Framework for Understanding and Applying OB.  
Topic : Decision Making  
Difficulty : 2 Medium

**60)** You have an apartment within walking distance of your office. Your company moves the office to the next town. You decide to take a position with another firm close to your apartment. This is an example of \_\_\_\_\_\_\_\_ the problem.

A) resolving   
 B) solving  
 C) dissolving  
 D) ignoring  
 E) avoiding

**Question Details**AACSB : Knowledge Application  
Accessibility : Keyboard Navigation  
Difficulty : 1 Easy  
Learning Objective : 01-05 Utilize the Organizing Framework for Understanding and Applying OB.  
Topic : Decision Making  
Bloom's : Apply

**61)** Gabriella, a manager, hires the first person she interviews because she believes that person can do the job adequately. Gabriella is \_\_\_\_\_\_\_\_ the problem.

A) resolving   
 B) solving  
 C) dissolving  
 D) ignoring  
 E) avoiding

**Question Details**AACSB : Knowledge Application  
Accessibility : Keyboard Navigation  
Learning Objective : 01-05 Utilize the Organizing Framework for Understanding and Applying OB.  
Topic : Decision Making  
Bloom's : Apply  
Difficulty : 3 Hard

**62)** Aaron hires a new employee who best meets the characteristics he is looking for in the ideal employee. He is \_\_\_\_\_\_\_\_ the problem.

A) resolving   
 B) solving  
 C) dissolving  
 D) ignoring  
 E) avoiding

**Question Details**AACSB : Knowledge Application  
Accessibility : Keyboard Navigation  
Learning Objective : 01-05 Utilize the Organizing Framework for Understanding and Applying OB.  
Topic : Decision Making  
Bloom's : Apply  
Difficulty : 3 Hard

**63)** Raul decides that rather than hire an employee to replace someone who left, he will eliminate the position. Raul is \_\_\_\_\_\_\_\_ the problem.

A) resolving   
 B) solving  
 C) dissolving  
 D) ignoring  
 E) avoiding

**Question Details**AACSB : Knowledge Application  
Accessibility : Keyboard Navigation  
Learning Objective : 01-05 Utilize the Organizing Framework for Understanding and Applying OB.  
Topic : Decision Making  
Bloom's : Apply  
Difficulty : 3 Hard

**64)** The first of the basic elements for selecting an effective solution is to

A) determine the criteria for the decision.   
 B) generate alternatives.  
 C) consider the consequences.  
 D) decide who will make the decision.  
 E) make the decision.

**Question Details**AACSB : Knowledge Application  
Accessibility : Keyboard Navigation  
Bloom's : Remember  
Difficulty : 1 Easy  
Learning Objective : 01-05 Utilize the Organizing Framework for Understanding and Applying OB.  
Topic : Decision Making

**65)** To help you qualify the best solution, you should consider the \_\_\_\_\_\_\_\_ of each alternative, especially trade-offs between the pros and the cons such as who wins and who loses, ideal versus practical options, perfection versus excellence and superior versus satisfactory results.

A) consequences   
 B) selection criteria  
 C) ethical implications  
 D) third-party process  
 E) values

**Question Details**AACSB : Knowledge Application  
Accessibility : Keyboard Navigation  
Bloom's : Remember  
Learning Objective : 01-05 Utilize the Organizing Framework for Understanding and Applying OB.  
Difficulty : 2 Medium  
Topic : Selecting an Effective Solution

**66)** Discuss the statement, “The contingency approach is just common sense.” Is this true? Why or why not? Why is this important for managers?

**Question Details**Accessibility : Keyboard Navigation  
Difficulty : 3 Hard  
AACSB : Analytical Thinking  
Bloom's : Analyze  
Learning Objective : 01-01 Describe the value of OB to your job and career.  
Topic : Contingency Theory

**67)** Explain the difference between hard and soft skills and why both are important. List what you think are your two strongest soft skills. Also briefly, and specifically, explain how they can or do benefit you at school and work. List what you think are your two strongest hard skills. Explain specifically how they can or do benefit you at work and school.

**Question Details**AACSB : Knowledge Application  
Accessibility : Keyboard Navigation  
Bloom's : Understand  
Difficulty : 2 Medium  
Learning Objective : 01-01 Describe the value of OB to your job and career.  
Topic : Knowledge and Skill

**68)** Soft skills are not job-specific. Rather, they are portable skills, more or less relevant in every job, at every level. They include personal attributes and interpersonal skills. Provide examples of two personal attributes and two interpersonal skills and describe how they help you at school or work.

**Question Details**AACSB : Knowledge Application  
Accessibility : Keyboard Navigation  
Bloom's : Apply  
Difficulty : 2 Medium  
Learning Objective : 01-01 Describe the value of OB to your job and career.  
Topic : Knowledge and Skill

**69)** Assume that you worked for Quality Investments for four years. The owners of the firm—whom you respected—have been charged with insider trading. They deny the charge, but the firm is closing down and you need to find another job. How does the firm’s unethical behavior impact you personally? How can you explain the situation during an interview?

**Question Details**AACSB : Knowledge Application  
Accessibility : Keyboard Navigation  
AACSB : Ethics  
Learning Objective : 01-02 Identify factors that influence unethical conduct and how it affects perfo  
Bloom's : Understand  
Difficulty : 2 Medium  
Topic : Ethical Behavior  
AACSB : Teamwork

**70)** What is self-awareness? Why is self-awareness important in school or in the workplace? How can you develop self-awareness? Provide one example in which you learned from your mistakes.

**Question Details**AACSB : Knowledge Application  
Accessibility : Keyboard Navigation  
Bloom's : Apply  
Difficulty : 2 Medium  
Learning Objective : 01-01 Describe the value of OB to your job and career.  
Topic : Self-Awareness

**71)** Norma is looking for a summer internship in her field of environmental science. On her résumé, she notes that she has taken several courses that she actually will not take until next semester. She also describes several volunteer leadership positions that she held. In reality, she worked as a “laborer” cleaning up the river and the local dunes.Is Norma behaving ethically? Define ethics and explain Norma’s behavior.

**Question Details**AACSB : Knowledge Application  
Accessibility : Keyboard Navigation  
AACSB : Ethics  
Learning Objective : 01-02 Identify factors that influence unethical conduct and how it affects perfo  
Bloom's : Understand  
Difficulty : 2 Medium  
Topic : Ethics

**72)** You know that several of your classmates are cheating on tests and papers with students from another school. Because the schools are not part of an integrated system, the cheating is quite successful. The students are doing well, while not working hard at all. You are frustrated and angry and don’t know what to do.Use the Three-Step Problem-Solving Approach to find a solution.

**Question Details**AACSB : Knowledge Application  
Accessibility : Keyboard Navigation  
Topic : Decision Making  
Bloom's : Apply  
Difficulty : 3 Hard  
AACSB : Ethics  
Learning Objective : 01-03 Utilize OB to solve problems and increase your effectiveness.

**73)** Adina works as a trainer at a gymnastics academy. This is a nationwide company with academies all over the country. They have more students accepted to the Junior Olympics and Olympics than any other group. But the corporate mission statement is to “foster a love of the sport and physical fitness at all levels.”Adina notices that some of the senior trainers push students beyond accepted limits and work them more hours than recommended. In fact, many seem to focus only on promising candidates, even to the point that inexperienced students are getting hurt.When she mentions this to a colleague, she’s told that this is how things work. It’s important to “keep up their success rate.” How can Adina evaluate and address this unethical behavior?

**Question Details**AACSB : Knowledge Application  
Accessibility : Keyboard Navigation  
Bloom's : Apply  
Difficulty : 3 Hard  
AACSB : Ethics  
Learning Objective : 01-02 Identify factors that influence unethical conduct and how it affects perfo  
Topic : Ethical Behavior

**74)** Define *problem* and *problem solving*. Describe the Three-Step Approach to Problem Solving. Think of a current problem you are facing and describe it using the three-step approach.

**Question Details**AACSB : Knowledge Application  
Accessibility : Keyboard Navigation  
Topic : Decision Making  
Difficulty : 3 Hard  
Bloom's : Understand  
Learning Objective : 01-03 Utilize OB to solve problems and increase your effectiveness.

**75)** Jules has a double major in business and technology. He is proactive and creative, but the only job he has been offered is in the credit department of a bank.

**Question Details**Accessibility : Keyboard Navigation  
Learning Objective : 01-04 Explain the practical relevance and power of OB to help solve problems.  
Difficulty : 2 Medium  
Topic : Person-Environment Fit  
AACSB : Analytical Thinking  
Bloom's : Analyze

**76)** On the production floor of a large automotive supplier Jeff notices a defect in one of the major engine parts. It then becomes apparent that it’s not just this one part but a whole “lot” making up about a day’s worth of production inventory. He reports this to his direct manager who then tells him that this isn’t a crucial part for any safety features and it will cost the company hundreds of thousands of dollars in lost production if they have to remake the parts. Is this an ethical dilemma and if so, explain who is involved and what the possible outcomes could be. Could Jeff be protected under the whistle-blower law? Is the situation illegal?

**Question Details**AACSB : Knowledge Application  
Accessibility : Keyboard Navigation  
Learning Objective : 01-04 Explain the practical relevance and power of OB to help solve problems.  
Bloom's : Understand  
Difficulty : 2 Medium  
Topic : Ethical behavior/dilemma and Whistle-Blower Law

**77)** What are the levels that OB uses to view the world? Give at least one example of each.

**Question Details**AACSB : Knowledge Application  
Accessibility : Keyboard Navigation  
Bloom's : Apply  
Difficulty : 3 Hard  
Learning Objective : 01-04 Explain the practical relevance and power of OB to help solve problems.  
Topic : Organizational Behavior (OB)

**78)** Use a specific example to explain how you would use OB concepts to identify the right problem.

**Question Details**AACSB : Knowledge Application  
Accessibility : Keyboard Navigation  
Bloom's : Apply  
Difficulty : 3 Hard  
Learning Objective : 01-04 Explain the practical relevance and power of OB to help solve problems.  
Topic : Organizational Behavior (OB)

**79)** LMB Designs has suffered from lower profits for several years. As result, management cut back on bonuses and health care coverage. Not surprisingly, there has been an increase in employee turnover. Unfortunately, it is the “better,” more highly qualified employees who are leaving. How can LMB analyze and address this problem?

**Question Details**Accessibility : Keyboard Navigation  
Difficulty : 3 Hard  
Topic : Organizational Behavior (OB)  
AACSB : Analytical Thinking  
Bloom's : Analyze  
Learning Objective : 01-06 Apply the Organizing Framework to the 3-Step Problem-Solving Approach.

**80)** You have been chosen to be part of a selection committee to choose the Trailblazer of the Year Award at your local business college. The panel comprises three undergraduate students, three faculty members, one staff member, one alumni member, and the associate dean of the college. You personally know and are good friends with two of the candidates but don’t share this with the committee. Define the problem, select a solution (resolving, solving, dissolving) listing out the consequences of the solution. Be sure to include the pros and cons, who wins and who loses, etc.

**Question Details**Accessibility : Keyboard Navigation  
Learning Objective : 01-05 Utilize the Organizing Framework for Understanding and Applying OB.  
Topic : Decision Making  
Difficulty : 3 Hard  
AACSB : Analytical Thinking  
Bloom's : Analyze

**81)** What are the basic elements for selecting an effective solution? Give examples of each.

**Question Details**Accessibility : Keyboard Navigation  
Learning Objective : 01-05 Utilize the Organizing Framework for Understanding and Applying OB.  
Topic : Decision Making  
Bloom's : Understand  
Difficulty : 2 Medium  
AACSB : Analytical Thinking

**82)** There is only one best way to manage people, teams, or organizations. A particular management practice that worked today will work tomorrow. This is called the contingency approach.

⊚ true  
 ⊚ false

**Question Details**AACSB : Knowledge Application  
Accessibility : Keyboard Navigation  
Bloom's : Remember  
Difficulty : 1 Easy  
Learning Objective : 01-01 Describe the value of OB to your job and career.  
Topic : Contingency Theory

**83)** Common sense focuses on the past, and because of this, it is strong in responding to the unexpected.

⊚ true  
 ⊚ false

**Question Details**AACSB : Knowledge Application  
Accessibility : Keyboard Navigation  
Bloom's : Understand  
Difficulty : 2 Medium  
Learning Objective : 01-01 Describe the value of OB to your job and career.  
Topic : Contingency Theory

**84)** When major league baseball officials failed to notice they had created conditions that encouraged players to use steroids, this was an example of “motivated blindness.”

⊚ true  
 ⊚ false

**Question Details**AACSB : Knowledge Application  
Accessibility : Keyboard Navigation  
Bloom's : Apply  
Difficulty : 2 Medium  
Topic : Ethical Behavior  
Learning Objective : 01-03 Utilize OB to solve problems and increase your effectiveness.

**85)** OB includes topics such as managing your peers and your bosses, as well as managing your subordinates.

⊚ true  
 ⊚ false

**Question Details**AACSB : Knowledge Application  
Accessibility : Keyboard Navigation  
Topic : Organizational Behavior (OB)  
Bloom's : Understand  
Difficulty : 2 Medium  
Learning Objective : 01-01 Describe the value of OB to your job and career.

**86)** Paying someone else to do your homework, sharing answers via social media and sharing answers on a take home exam are all examples of student cheating.

⊚ true  
 ⊚ false

**Question Details**Accessibility : Keyboard Navigation  
Difficulty : 1 Easy  
AACSB : Ethics  
Learning Objective : 01-02 Identify factors that influence unethical conduct and how it affects perfo  
Bloom's : Understand  
Topic : Unethical Conduct

**87)** Problem solving is a systematic process for closing the gap between an actual and a desired outcome.

⊚ true  
 ⊚ false

**Question Details**AACSB : Knowledge Application  
Accessibility : Keyboard Navigation  
Learning Objective : 01-02 Identify factors that influence unethical conduct and how it affects perfo  
Bloom's : Understand  
Difficulty : 2 Medium  
Topic : Outcomes

**88)** Ethical dilemmas are situations with two choices, neither of which resolves the situation in an ethically acceptable manner.

⊚ true  
 ⊚ false

**Question Details**Accessibility : Keyboard Navigation  
Bloom's : Remember  
Difficulty : 1 Easy  
AACSB : Ethics  
Learning Objective : 01-02 Identify factors that influence unethical conduct and how it affects perfo  
Topic : Ethical Dilemmas

**89)** Unethical behavior erodes trust, but has no effect on cooperation in organizations.

⊚ true  
 ⊚ false

**Question Details**AACSB : Knowledge Application  
Accessibility : Keyboard Navigation  
Learning Objective : 01-02 Identify factors that influence unethical conduct and how it affects perfo  
Bloom's : Understand  
Difficulty : 2 Medium  
Topic : Ethical Behavior  
AACSB : Teamwork

**90)** Southwest Airlines mechanics created widespread slowdowns in flights to pressure their company in negotiations with their union. This was illegal.

⊚ true  
 ⊚ false

**Question Details**AACSB : Knowledge Application  
Accessibility : Keyboard Navigation  
Bloom's : Apply  
AACSB : Ethics  
Learning Objective : 01-02 Identify factors that influence unethical conduct and how it affects perfo  
Difficulty : 2 Medium  
Topic : Ethical Behavior

**91)** Knowledge and consideration of both personal and situation factors and the interplay between the two are equally important.

⊚ true  
 ⊚ false

**Question Details**AACSB : Knowledge Application  
Accessibility : Keyboard Navigation  
Bloom's : Remember  
Learning Objective : 01-05 Utilize the Organizing Framework for Understanding and Applying OB.  
Difficulty : 2 Medium  
Topic : Person-Situation Distinction

**92)** Whistle-blower protection laws exist like the Dodd-Frank Act of 2010, and sufficiently protect employees.

⊚ true  
 ⊚ false

**Question Details**AACSB : Knowledge Application  
Accessibility : Keyboard Navigation  
Bloom's : Remember  
Difficulty : 1 Easy  
AACSB : Ethics  
Learning Objective : 01-02 Identify factors that influence unethical conduct and how it affects perfo  
Topic : Ethical Behavior

**93)** A decision is a gap between an actual and a desired situation.

⊚ true  
 ⊚ false

**Question Details**AACSB : Knowledge Application  
Accessibility : Keyboard Navigation  
Bloom's : Remember  
Difficulty : 1 Easy  
Topic : Decision Making  
Learning Objective : 01-03 Utilize OB to solve problems and increase your effectiveness.

**94)** OB concepts and theories can be classified into three broad categories: person factors, group characteristics, and situation factors.

⊚ true  
 ⊚ false

**Question Details**AACSB : Knowledge Application  
Accessibility : Keyboard Navigation  
Bloom's : Remember  
Difficulty : 1 Easy  
Learning Objective : 01-04 Explain the practical relevance and power of OB to help solve problems.  
Topic : Organizational Behavior (OB)

**95)** The interactional perspective states that behavior is a function of interdependent person and situation factors.

⊚ true  
 ⊚ false

**Question Details**AACSB : Knowledge Application  
Accessibility : Keyboard Navigation  
Bloom's : Remember  
Difficulty : 1 Easy  
Learning Objective : 01-04 Explain the practical relevance and power of OB to help solve problems.  
Topic : Organizational Behavior (OB)

**96)** The “organizing framework” for understanding and applying OB is based on the systems approach.

⊚ true  
 ⊚ false

**Question Details**AACSB : Knowledge Application  
Accessibility : Keyboard Navigation  
Bloom's : Remember  
Difficulty : 1 Easy  
Learning Objective : 01-05 Utilize the Organizing Framework for Understanding and Applying OB.  
Topic : Organizational Behavior (OB)

**Answer Key**Test name: Chapter 01 Test Bank

1) C

2) C

3) B

4) E

5) A

6) D

7) A

8) B

9) A

10) A

11) A

12) B

13) E

14) D

15) A

16) D

17) E

18) A

19) C

20) B

21) C

22) C

23) C

24) C

25) A

26) D

27) A

28) B

29) A

30) A

31) B

32) B

33) C

34) D

35) B

36) E

37) E

38) A

39) B

40) D

41) C

42) E

43) B

44) B

45) C

46) B

47) A

48) A

49) B

50) C

51) A

52) B

53) E

54) C

55) A

56) C

57) D

58) A

59) A

60) C

61) A

62) B

63) C

64) A

65) A

66) At first glance the contingency perspective may look like simple common sense. But it’s different. It attempts to overcome the limits of common sense with how it does not settle for traditional options if another solution may be more practical and effective. Similarly, understanding the systems approach to issues provides more insight than common sense alone. The goal of OB is to give you more than common sense and instead enhance your understanding of situations at work and guide your behaviors.Moreover, common sense has three main weaknesses that you need to consider and avoid. (1) Over-reliance on hindsight. Common sense excels in well-known scenarios with predictable outcomes. But much of modern business involves uncertainty and adapting to change. In other words, common sense is especially weak in responding to the unknown or unexpected. And because it focuses on the past, common sense lacks vision for the future. (2) Lack of rigor. If we are comfortable with our commonsense response, we may not apply the effort required to find the real problem when considering inputs, which likely results in not choosing the optimal course of action or solution. If you lack rigor, then you are unlikely to measure the right predictors and outcomes. (3) Lack of objectivity. Common sense can be overly subjective and lack a basis in science. In such cases we are not always able to explain our reasoning to others, let alone apply it to new situations. One way that OB moves beyond the limitations of common sense is by its systematic and science-based approach to understanding people and how they behave at work. OB therefore can make you more attractive to potential employers and more effective once employed.

67) Hard skills are the technical expertise and knowledge to do a particular task or job function, such as financial analysis, accounting, or operations. Soft skills relate to our human interactions and include both interpersonal skills and personal attributes. For most jobs you are selected for your technical skills, your ability to do the given job. Often performance in the current job will be a primary consideration in being promoted. However, many employees may fail to realize that your perceived ability to get things done through others and manage people will be another important deciding factor. Figure 1.1 illustrates how technical or job-specific skills decline in importance as you move to levels of higher responsibility, while personal skills increase.

68) Personal attributes address attitude, personality, teamwork, and leadership. These attributes help to build goodwill and trust and demonstrate integrity. For example, are you outgoing? Introverted? How do you handle conflict? Interpersonal skills include active listening, positive attitudes, and effective communication. These attributes help foster respectful interactions. For example, if you’re a member of a team and your project is off schedule, how would you respond? Would you be annoyed and put pressure on all members? Would you look to place blame? Would you try to build consensus on a workable solution?

69) Criminal or not, unethical behavior negatively affects not only the offending manager but also his or her employees. Unethical behavior by your coworkers, including company executives, can make you look bad and tarnish your career.First of all, you can look for a job at a sustainable business. These are companies led by those who listen, who foster cultures in which employees are not scared to point out problems and in which staff feel they have a personal responsibility to enact corporate values.During an interview, you need to be upfront about the approach your company took. Did you feel that their goals were ill-conceived? Did they experience motivated blindness? Indirect blindness? Did they overvalue outcomes? Was it a slippery slope situation?Remember that while criminally minded people exist in the workplace, most people have good intentions, and you aren’t sure about your employers’ culpability.

70) To be successful in school and in your career, you need to know who you are and what you want. “When you know yourself, you are comfortable with your strengths and not crippled by your shortcomings. … Self-awareness gives you the capacity to learn from your mistakes as well as your successes.” You need to know yourself in order to be authentic. This is essential to influencing others.

71) Ethics is concerned with behavior—right versus wrong, good versus bad, and the many shades of gray in between. In terms of job hunting, an analysis of 2.6 million job applicant background checks by ADP Screening and Selection Services revealed that “44 percent of applicants lied about their work histories, 41 percent lied about their education, and 23 percent falsified credentials or licenses.”Norma hopes to get the position, thinking that she will be able to do it, and it’s only an internship....not a “real” job. She needs the experience to get a permanent job when she graduates. She may rationalize her lies, thinking that she “will” take the courses, and she did actually work on the volunteer projects. Besides, she thinks she could have done a lot more on the projects than just the grunt work she was assigned. Some people just don’t see their actions as unethical.Wanda doesn’t realize that if she is “found out,” she risks not only the internship but also looking bad and tarnishing her future career.

72) Here are the three steps in our applied approach to problem solving.Step 1: Define the problem. Define problems in terms of desired outcomes. What do you want to happen? Do you want to level the playing field? Punish the cheaters? This is a problem for you personally.Step 2: Identify potential causes using OB concepts and theories. Consider personal and individual factors.Step 3: Make recommendations and (if appropriate) take action. Consider any individual or organization (in this case, institution) level processes that could be put in place to prevent this from happening in the future.

73) A few suggestions for handling unethical behavior are: (1) It’s business, treat it that way. Ethical issues are business issues, just like costs, revenues, and employee development. Therefore, collect data and present a convincing case against the unethical conduct just as you would to develop a new product or strategy. (2) Accept that confronting ethical concerns is part of your job. Whether it is explicit in your job description or not, ethics is everybody’s job. If you think something is questionable, then take action. (3) Challenge the rationale. Many issues occur despite actual policy against it. If this is the case, then ask: “If what you did is common practice or okay, then why do we have a policy forbidding it?” Alternatively, and no matter the rationale, you can ask: “Would you be willing to explain what you did and why in a meeting with our superiors or customers, or better still, during an interview on the evening news?” (4) Use your lack of seniority or status as an asset. While many employees unfortunately use their junior status to avoid confronting ethical issues, being junior can instead be an advantage. It enables you to raise issues by saying, “Because I’m new, I may have misunderstood something, but it seems to me that what you’ve done is out of bounds or could cause problems.” (5) Consider and explain long-term consequences. Of course many ethical issues are driven by temptations and benefits in the short term. It, therefore, can be helpful to frame and explain your views in terms of long-term consequences. (6) Solutions, not just complaints. When confronting an issue, you will likely be perceived as more helpful and taken more seriously if you provide an alternative course or solution. Doing so will also make it more difficult for the offender to disregard your complaint.

74) A problem is a difference or gap between an actual and a desired situation. In turn, problem solving is a systematic process of closing these gaps. Our applied approach to problem solving proposes three activities or steps along the way: Step 1: Define the problem. Step 2: Identify the OB concepts or theories to use to solve the problem. Step 3: Make recommendations and (if appropriate) take action.

75) Research in psychology and OB supports the interactional perspective, noting that behavior is a function of interdependent person and situation factors. Given that Jules needs a job, how would you evaluate this situation?OB concepts and theories can be classified into two broad categories: person factors and situation characteristics. Person factors represent the infinite number of characteristics that give individuals their unique identities. Situation characteristics consist of all the elements outside of ourselves that influence what we do, how we do it, and the ultimate results of our actions.For decades, researchers and managers have debated what influences behavior more—person or situation factors. Many observers believe that some people are by their nature better suited than others to perform well at work. Others believe that some people are clearly better in a given job or situation. No particular person would outperform every other person in every possible job. This common view is supported by research in psychology and OB. The interactional perspective states that behavior is a function of interdependent person and situation factors. It is important to note that neither people nor situations are static. People change, situations change, and the two change each other. The bottom-line implication for OB and your work life is that knowledge of one without the other is insufficient.But, someone who is proactive and creative may be a great fit for a company in the high-tech sector that would benefit from risk-taking individuals, but may be a poor fit for a company that rewards routine and predictable behavior, such as a bank. On the other hand, the current economic climate will impact whether Jules can wait for another opportunity, contemplate a move to a different environment or take the position with the knowledge that he won’t stay there long.

76) This is an ethical dilemma because it is a situation with more than one choice, neither of which resolves the situation. Jeff could go above his manager’s head and report it to the quality manager, or he could do nothing. He asks himself, “is this fair to the new owner of the vehicle to have a defective part without getting a discount or exactly the quality they were expecting? What if something does go wrong in the future?” Jeff could be protected under the Dodd-Frank Act of 2010 because this may be considered financial fraud, which is illegal and unethical.

77) Another lens through which OB sees the world relies on organizational levels. OB distinguishes among three: individual, group, and organizational. As an example of how being sensitive to these levels helps in considering real-world problems, consider the many reasons why people quit their jobs: (1) Some people quit because their job just doesn’t fulfill what they value, such as challenging and stimulating work (an individual-level input). (2) Others quit because they can’t get along with their boss/leader or coworkers (a group/team level process). (3) A faulty reward system (an organizational-level process) that unfairly distributes raises, bonuses, and recognition is another common reason people quit.

78) Nothing causes more harm than solving for the wrong problem. If you don’t define the problem accurately, then all subsequent problem-solving efforts are adversely affected. This happens because people end up focusing on a symptom or the wrong problem. Using the person-environment distinction allows you to consider unique individual factors as well as external factors that might be the source of the problem. The structural levels of individual, group, and organization will allow you to look at each level for possible reasons. Such considerations could include: (1) Person factors: Do the people who have quit share something in common? Is there anything in their personality that makes work difficult for them? Is the level of turnover greater than for your industry as a whole? (2) Environmental characteristics: Have there been changes in the environment (such as a sudden increase in employment opportunities at better wages)? Have the working conditions changed in any way? (3) Individual level: Can you identify any change in how the company treats employees or what it expects of them? (4) Group/team level: Have there been any changes or other causative factors in your work group, including your manager, that might make work less satisfactory? How does turnover in your group compare to other groups in the organization? (5) Organizational level: Has the organization changed ownership, or rewritten company policies, or is it enforcing policies differently?

79) Using the Three-Step Approach to Problem Solving:1. Define the problem: If your organization’s most valuable and high-performing people quit, then a problem likely exists.2. Highlight the causes:Potential Cause 1—Person factors often represent key causes of turnover. Concern about the stability of the company and lack of personal rewards (bonuses) might cause turnover.Potential Cause 2—Situation factors frequently are causes of turnover. For example, people may be quitting because the company culture has been damaged by poor revenues and, therefore, a perceived lack of support exists.Potential Cause 3—Organizational processes can also cause turnover. Perceived injustice is often a powerful driver of employee turnover; in this case, modifying the health care plan has impacted everyone—most especially those employees with families.3. Generate effective recommendations:Potential Cause 1—Communication can help assure employees of the steps that company is taking to secure its future. The company can solicit employee recommendations for rewards other than bonuses (until stability is achieved).Potential Cause 2—GBL can work to build a team spirit, so that employees can be part of re-establishing the company’s position.Potential Cause 3—Assuming GBL made cuts to health care with minimal employee input, the company might review the options. Perhaps employees can choose from a series of plans that best meets their needs and budgets.

80) First, list out the possible solutions, next decide if you want the problem to be resolved, solved, or dissolved. Resolving problems is arguably the most common form and simply means choosing a satisfactory solution, one that works, but is less than idea. Solving the problem is the ideal response, dissolving problems requires changing or eliminating the situation in which the problem occurs. Consider the consequences of each alternative and list those out.

81) After deciding whether to resolve, solve, or dissolve your identified problem, you then need to select the most effective solution. Three common elements to selecting the most effective solution are: (1) Selection criteria. Determine the basis (criteria) for the decision. (2) Consequences. Consider the consequences of each alternative. (3) Choice process. Decide who will be involved in choosing the solution. If more than one person is involved, then you need to agree on the method.

82) FALSE

83) FALSE

84) TRUE

85) TRUE

86) TRUE

87) TRUE

88) TRUE

89) FALSE

90) FALSE

91) TRUE

92) FALSE

93) FALSE

94) FALSE

95) TRUE

96) TRUE