

ADM 2336 – FINAL PRACTICE TEST – AUTUMN 2012
Chapters 1 to 8

1. Molly got a bad grade on her statistics exam and blames her performance on her teacher. This is an example of _____.
 - a. Internal Locus Control
 - b. External Locus Control
 - c. Proactive Behaviour
 - d. Core Self-Evaluation

2. According to McClelland's theory, which of the following needs could help determine an employee's level of motivation?
 - a. Belongingness
 - b. Growth
 - c. Power
 - d. Relatedness

3. When PepsiCo initiated a smoking cessation program, people who did not participate in the program were forced to pay a \$ 600 benefits surcharge. This smoking fee is an example of _____.
 - a. Negative Reinforcement
 - b. Punishment
 - c. Extinction
 - d. Self-Serving Bias

4. "A relatively permanent change in behaviour that occurs due to practice or experience" is the definition of _____.
 - a. Perception
 - b. Reinforcement
 - c. Personality
 - d. Learning

5. A manager gives Johnny an easy task to build up his confidence. Then he gives Johnny a harder task. What personality characteristic is the manager trying to strengthen?
 - a. Proactive Personality
 - b. General Self-Efficacy
 - c. Self-Esteem
 - d. Self-Monitoring

6. Which of the following is NOT an attribution bias?
 - a. Fundamental Attribution Bias
 - b. Self-Serving Bias
 - c. Consensus Bias
 - d. Actor-Observer Effect

7. The statement “older people are less productive” is what kind of perception bias?
 - a. Stereotype
 - b. Reliance on Central Traits
 - c. Self-Serving Bias
 - d. Projection

8. Which of the following management approaches focuses on employee participation in decision making?
 - a. Contemporary Contingency Approach
 - b. Human Relations Movement
 - c. Classic Viewpoint
 - d. Scientific Management

9. A young marketing expert always plays comedian during department meetings. In order to get him to stop, his manager spoke to two guys who always laughed at his jokes. They stopped laughing so the marketing expert made less and less jokes and became more professional. This situation is an example of _____.
 - a. Extinction
 - b. Punishment
 - c. Projection
 - d. Operant Learning Theory

10. Which of the following statements is FALSE?
 - a. Introverts are absent more than extraverts.
 - b. People with low openness to experience tend to resist change.
 - c. People with high neuroticism have a lower job performance.
 - d. Conscientiousness and Emotional Stability are the strongest predictors of motivation.

11. During which stage of group development does conflict arise?
 - a. Storming
 - b. Performing
 - c. Norming
 - d. Forming

12. Which of the following is NOT a managerial role defined by Mintzberg?
- Tactical
 - Interpersonal
 - Intrapersonal
 - Decisional
13. People who wear their heart on their sleeve have _____.
- High Self-Esteem
 - Proactive Behaviour
 - Low Self-Monitors
 - Social Recognition
14. Matt is absent a lot, but his co-workers are almost never absent and he was almost never absent in his previous job. Which attribution is FALSE regarding Matt's absences?
- High Distinctiveness
 - High Consensus
 - High Consistency
15. Which of the following factors does NOT influence group cohesiveness?
- Success
 - Size
 - Toughness of Initiation
 - Norms
 - Member Diversity
16. Michael thinks that education and hard work will not help him get a promotion. In fact, he thinks that only luck could get him promoted. Michael has _____.
- High Internal Locus Control
 - High External Locus Control
 - High Positive Affectivity
 - High Negative Affectivity
17. Bell Canada is offering a public relations job that requires a lot of role playing. Which of the following people is best suited for this job based on his/ her personality?
- Robert: introvert, internal locus of control, low self-monitor, negative affectivity
 - Dominic: introvert, internal locus of control, low self-monitor, positive affectivity
 - Rita: introvert, external locus of control, high self-monitor, negative affectivity
 - Diana: extravert, external locus of control, low self-monitor, negative affectivity

18. Which of the following personality dimensions does NOT predict job satisfaction?
- Extraversion
 - Emotional Stability
 - Openness To Experience
 - Agreeableness
19. You decide to regularly clean your house to avoid having a disgusting mess. Which concept best describes this situation?
- Punishment
 - Negative Reinforcement
 - Extinction
 - Perception
20. A newly formed volunteer organization is an example of a _____ situation in which personality _____ play an important role.
- Weak; Will
 - Weak; Will Not
 - Strong; Will
 - Strong; Will Not
21. A routine military operation is an example of a _____ situation in which personality _____ play an important role.
- Weak; Will
 - Weak; Will Not
 - Strong; Will
 - Strong; Will Not
22. Which of the following needs is NOT a part of Maslow's Hierarchy of Needs?
- Safety
 - Physiological
 - Existence
 - Belongingness
 - Self-esteem
23. Determining an optimum degree of specialization and standardizing work tasks is a management theory called _____.
- Classic Viewpoint
 - Scientific Management
 - Invisible Hand
 - Human Relations Movement

24. What causes social loafing?
- Lack of Motivation
 - Absenteeism
 - Domination
 - Undefined tasks
25. Which of the following is NOT a consequence of job satisfaction?
- Turnover
 - Commitment
 - Performance
 - Absence From Work
 - Customer Satisfaction
 - Organizational Citizenship Behaviour
26. Which of the following traits is NOT a part of a person's Core Self-Evaluation (CSE)?
- Self-esteem
 - Neuroticism
 - Locus of Control
 - General Self Efficacy
27. What kind of commitment is based on the costs that would be incurred in leaving an organization?
- Affective
 - Normative
 - Continuance
 - Obligation
28. Which of the following is NOT a contemporary management concern?
- Diversity – Local and global
 - Employee-Organization relationships
 - A focus on quality, speed, and flexibility
 - Talent management
 - Centralization
29. Wendy is warm, altruistic and always eager to help others. Based on these characteristics, which of the following statements is TRUE?
- Wendy is a high self-monitor
 - Wendy is likely to have high job performance
 - Wendy has high general self-efficacy
 - Wendy cannot be motivated by belongingness needs

30. Which of the following does NOT decrease the probability of behaviour?
- Extinction
 - Negative Reinforcement
 - Punishment
31. Putting the right person in the right job is a concept called _____.
- Job Fit
 - Talent Search
 - Tailored Management
 - Personality Assessment
32. Isolation is one of the disadvantages of what kind of teams?
- Virtual Teams
 - Cross Functional Teams
 - Self-Managed Teams
 - Independent Teams
33. The person-situation debate concerns which two approaches?
- Situational and Interactionist Approach
 - Situational and Dispositional Approach
 - Dispositional and Contingency Approach
 - Contingency and Interactionist Approach
34. Jenna works for Costco where she is paid a minimum salary. Her work also offers health benefits including a dental plan and other medical services. Although she often gets invited to office parties, she never goes to them. During lunch, she always goes out with her husband which keeps her from getting to know her colleagues. Jenna's employer wishes to motivate her at work. According to Maslow's hierarchy of needs, which need will best help motivate Jenna?
- Relatedness
 - Growth
 - Belongingness
 - Self-Esteem
35. Thermos used a team to invent a very successful ecologically friendly electric barbecue grill. What kind of team best allowed the business to deliver this product?
- Self-Managed Work Team
 - Virtual Team
 - Specialized Team
 - Cross-Functional Team

36. Which of the following is an individualized tactic of socialization?
- Random Variable
 - Formal
 - Sequential
 - Serial Investiture
37. Who came up with the operant learning theory?
- H. Mintzberg
 - F.W. Taylor
 - A. Maslow
 - B.F. Skinner
38. Salespeople learn effective sales techniques to achieve commissions and to avoid criticism from their managers. This is an example of _____.
- Operant Learning Theory
 - Reinforcement
 - Financial Success
 - Cognitive Demands
39. Which personality trait helps determine how reliable a person is?
- Conscientiousness
 - Agreeableness
 - Neuroticism
 - Extraversion
40. Which of the following is NOT a component of attitudes?
- Personality
 - Cognition
 - Affect
 - Behaviour
41. A telemarketer calls you one day and you tell him that you are busy. When he calls you again the next day and, you tell him that you have no time because you were just heading out. The telemarketer calls you back a few more times but, every time, you tell him that you have no time to speak with him. After a while, he decides to stop calling you. What is this called?
- Recency Effect
 - Discrepancy
 - Extinction
 - Emotional Contagion

42. Lily showed up late on her first day of work because her daughter was sick. Two weeks later, when her supervisor needed to meet with her, he decided to schedule a meeting with her later in the afternoon thinking that an early morning meeting might start late because of Lily's tardy habits. This scenario is an example of which of the following concepts?
- Recency Effect
 - Stereotype
 - Projection
 - None of the above
43. Which of the following personality traits best predicts job satisfaction?
- Conscientiousness
 - Extraversion
 - Neuroticism
 - Agreeableness
44. What is the correct order of the group development stages for a long term group?
- Forming, norming, storming, performing
 - Forming, norming, adjourning, storming, performing
 - Forming, storming, norming, performing
 - Forming, storming, norming, performing, adjourning
45. Which of the following is a potential problem with job enrichment?
- Member Diversity
 - Union Resistance
 - Informal Status System
 - Toughness of Initiation
46. What has "the capacity for group pressure to damage the mental efficiency, reality testing, and moral judgement of decision-making groups"?
- Group Think
 - Social Loafing
 - Group Cohesiveness
 - Organizational Culture
47. Which of the following motivation theories is non-hierarchical?
- Alderfer's ERG Theory
 - Maslow's Motivation Theory
 - McClelland's Theory of Needs
 - All of the above are hierarchical theories of motivation.

48. Which of the following is NOT a component of perception?
- Situation
 - Environment
 - Perceiver
 - Target
49. Which of the following surveys allows you to measure the core characteristics of jobs?
- JDI
 - JDS
 - MSQ
 - MIS
50. Giving people power to make decisions is called _____.
- Politics
 - Empowerment
 - Affiliation
 - Management By Objectives (MBO)
51. Which of the following is not a defining characteristic of an organization?
- Social invention
 - Group effort
 - Accomplishing common goals
 - Explaining behaviours and events
52. What is the behavioural plasticity theory?
- People with high self-esteem impose their views and opinions on people with lower self-esteem.
 - People with low self-esteem tend to be more susceptible to external and social influences than those who have high self-esteem.
 - A propensity to view the world in a negative light.
 - A strong desire to establish and maintain friendly, compatible interpersonal relationships.
53. After writing a very difficult stats exam, Johnny receives a disappointing D+. He is convinced that it is his fault because he did not study as much as he could. Johnny's beliefs are an example of what concept?
- Internal Locus of Control
 - High Self-Monitor
 - Perception Bias
 - Low Self-Esteem

54. Which of the following is a disadvantage of organizational culture?
- Financial Problems
 - Difficulty Coordinating Employees
 - Conflict Creation
 - Resistance To Change
55. Which of the following is not a defining characteristic of an organization?
- Social invention
 - Group effort
 - Accomplishing common goals
 - Explaining behaviours and events
56. Which of the following is NOT a disadvantage of group decision making?
- Domination
 - Time
 - Cost
 - Conflict
57. Rewards and punishments are examples of the _____.
- Dispositional Approach
 - Situational Approach
 - Interactionist Approach
 - Structural Approach
58. What do employees NOT learn in organizations?
- Cultural Awareness
 - Intrapersonal Skills
 - Practical Skills
 - Tactical Skills
59. Which of the following is NOT a reason why MBO programs often fail?
- Excessive short-term orientation
 - Honeymoon Effect
 - Lack of commitment from top management
 - Overemphasis on measurable objectives at the expense of qualitative objectives
 - Performance review becomes just an exercise or punishing employees for failure to achieve objectives

ANSWERS

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|-------|-------|-------|
| 1. b | 21. d | 41. c |
| 2. c | 22. c | 42. d |
| 3. a | 23. b | 43. c |
| 4. d | 24. a | 44. d |
| 5. b | 25. b | 45. b |
| 6. c | 26. d | 46. a |
| 7. a | 27. c | 47. c |
| 8. b | 28. e | 48. b |
| 9. a | 29. b | 49. b |
| 10. a | 30. b | 50. b |
| 11. a | 31. a | 51. d |
| 12. a | 32. a | 52. b |
| 13. c | 33. b | 53. a |
| 14. b | 34. c | 54. d |
| 15. d | 35. d | 55. d |
| 16. a | 36. a | 56. c |
| 17. c | 37. d | 57. b |
| 18. c | 38. a | 58. d |
| 19. b | 39. a | 59. b |
| 20. a | 40. a | |