

Sample questions.

Multiple choice questions:

1. Which of the following statements about organizational behaviour (OB) is false?
 - a. OB is relevant only in employment situations.
 - b. OB can shed light on the interactions among family members.
 - c. OB can be used in community settings like children's daycare centres.
 - d. OB can be applied to any organization in order to make it run more effectively.
 - e. OB focuses on 3 levels of behaviour that can occur in any organization.

2. Which of the following topics is generally considered to be outside the field of OB?
 - a. therapy
 - b. absenteeism
 - c. employment turnover
 - d. productivity
 - e. job satisfaction

3. What are the three levels of behaviour in organizations that OB is concerned with?
 - a. experience, goals and configuration
 - b. individual, group, and structure
 - c. structure, social units and teams
 - d. group, structure and political
 - e. interpersonal, personal and group

4. When managers empower their employees they are
 - a. re-engineering the workplace.
 - b. establishing a new program of TQM.
 - c. developing new styles of leadership.
 - d. developing ways of more effectively controlling work.
 - e. putting employees in charge of what they do.

5. Stan left Kerry a voicemail message indicating that he wanted to see her right away. He wanted to commend her for her good work on a recent project, but because he said he wanted to see her right away, she thought that she was in trouble. Kerry's interpretation of his message is known as her
 - a. personality.
 - b. feelings.
 - c. perception.
 - d. viewpoint.
 - e. concern.

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6. In attribution theory, internally caused behaviours are
- those believed to be under the personal control of the individual.
 - derived from personality traits.
 - controlled by external factors.
 - usually negative behaviours.
 - outside forces and influences.
7. According to attribution theory, the more consistent the behaviour of another person is, the more the observer is inclined to
- depend on the behaviour.
 - attribute it to internal causes.
 - attribute it to consensus.
 - attribute it to external causes.
 - attribute it to the environment.
8. You are on a team with two individuals who are giving you trouble. The work has been divided among the three of you, and each time your team meets Janet and Jim disagree about the progress that the team has made on the project. Janet is convinced that Jim's lack of progress is because he is inherently lazy and not because some information is still not available to him because Janet has not completed some of her work according to the schedule she agreed to. The truth seems to be that Janet is not doing her part of the work.

Janet may be attributing to Jim some of her own characteristics. She might exhibit

- projection.
 - the halo effect.
 - contrast effect.
 - stereotyping.
 - selective perception.
9. Which of the following statements would most likely be made by a manager who subscribes to the Theory X approach of management?
- "Focus on the organization and people will take care of themselves."
 - "I treat people differently in different ways based on the situation we are facing."
 - "The only way to get people to work hard is to push them hard."
 - "People work best if left alone."
 - "People will generally seek greater responsibility and accountability when given the opportunity."
10. Profit sharing plans
- focus on past financial results.
 - are company-established benefit plans in which employees acquire stock as part of their benefits.
 - give employees the right to buy stock in the company at a later date for a guaranteed price
 - focus on future financial results.
 - give employees the right to buy stock in the company at a later date for the market price at that time.

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Essay questions:

1. Using real life working examples, define and describe job rotation, job enlargement and job enrichment.
2. Using examples, compare and contrast ERG theory and Maslow's hierarchy of needs.
3. Explain how perception and perceptual errors, such as stereotype and halo effect, create issues for managers in employment interviews, and performance evaluations.
4. For small cases, I might give you a mini-case (like Bullying bosses) and ask you either to analyze in light of a theory, or ask you specific questions about the mini-case.