

Organizational behaviour knowledge helps us influence people and organizational events.

true

false

Question Details

Accessibility : Screen Reader/Keyboard/CC

Difficulty : Easy

Learning Objective : 01-02 Explain why organizational behaviour knowledge is important for you and fo

Topic : 01-05 Why OB is Important for You

Source : Chapter 01 Test Bank > TB 01-08 Organizational behaviour knowledge helps us ...

What are the top ranked skills for new employees?

Question Details

Accessibility : Screen Reader/Keyboard/CC

Difficulty : Easy

Learning Objective : 01-02 Explain why organizational behaviour knowledge is important for you and fo

Topic : 01-05 Why OB is Important for You

Source : Chapter 01 Test Bank > TB 01-130 What are the top ranked skills for new emplo...

According to the multiple levels of analysis anchor:

organizational behaviour is mainly the study of how all levels of the organizational hierarchy interact with the external environment.

there are eight levels of analysis that scholars should recognize when conducting OB research.

OB topics typically relate to the individual, team, and organizational levels of analysis.

organizational events can be studied from only one level of analysis.

our understanding of organizational behaviour increases when larger rather than smaller organizations are studied.

Question Details

Accessibility : Screen Reader/Keyboard/CC

Difficulty : Medium

Learning Objective : 01-03 Describe the anchors on which organizational behaviour knowledge is based.

Topic : 01-13 The Multiple Levels Of Analysis Anchor

Source : Chapter 01 Test Bank > TB 01-112 According to the multiple levels of analysis...

Which of these statements about the field of organizational behaviour is **TRUE**?

The field of organizational behaviour studies individual thoughts and behaviour, not the situational conditions that may influence those thoughts and behaviour.

The field of organizational behaviour relies exclusively on ideas generated by organizational behaviour scholars.

Some organizational behaviour topics were discussed by Plato and other early Greek philosophers.

The origins of organizational behaviour are traced mainly to the field of economics.

Organizational behaviour emerged as a distinct field during the 1980s.

Question Details

Accessibility : Screen Reader/Keyboard/CC

Difficulty : Medium

Learning Objective : 01-01 Define organizational behaviour and organizations.

Topic : 01-03 Historical Foundations of Organizational Behaviour

Source : Chapter 01 Test Bank > TB 01-86 Which of these statements about the field of...

The MARS model identifies the four main factors that directly influence individual behaviour and performance.

true

false

Question Details

Accessibility : Screen Reader/Keyboard/CC

Difficulty : Easy

Learning Objective : 01-05 Diagram the MARS model and describe the four factors that directly influen

Topic : 01-18 MARS Model of Individual Behaviour and Performance

Source : Chapter 01 Test Bank > TB 01-28 The MARS model identifies the four main fact...

Explain why you agree or disagree with the following statement: "Hiring and keeping talented employees is the most important task for managers."

Question Details

Accessibility : Screen Reader/Keyboard/CC

Difficulty : Medium

Learning Objective : 01-06 Summarize the five types of individual behaviour in organizations.

Topic : 01-28 Maintaining Work Attendance

Source : Chapter 01 Test Bank > TB 01-128 Explain why you agree or disagree with the f...

Outline the three different types of task performance.

Question Details

Accessibility : Screen Reader/Keyboard/CC

Difficulty : Easy

Learning Objective : 01-06 Summarize the five types of individual behaviour in organizations.

Topic : 01-24 Task Performance

Source : Chapter 01 Test Bank > TB 01-129 Outline the three different types of task pe...

All organizations have a collective sense of purpose.

true

false

Question Details

Accessibility : Screen Reader/Keyboard/CC

Difficulty : Easy

Learning Objective : 01-01 Define organizational behaviour and organizations.

Topic : 01-02 What is Organizational Behaviour?

Source : Chapter 01 Test Bank > TB 01-02 All organizations have a collective sense of...

Studies suggest that some deep-level diversity exists across generational groups.

true

false

Question Details

Accessibility : Screen Reader/Keyboard/CC

Difficulty : Medium

Learning Objective : 01-04 Summarize the workplace trends of diversity-equity-inclusion, work-life in

Topic : 01-15 Workplace Diversity, Equity, and Inclusion (DEI)

Source : Chapter 01 Test Bank > TB 01-41 Studies suggest that some deep-level diversi...

Counterproductive work behaviours are one of the five categories of individual behaviour in the workplace.

true

false

Question Details

Accessibility : Screen Reader/Keyboard/CC

Difficulty : Medium

Learning Objective : 01-06 Summarize the five types of individual behaviour in organizations.

Topic : 01-26 Counterproductive Work Behaviours

Source : Chapter 01 Test Bank > TB 01-37 Counterproductive work behaviours are one of...

Senior officers in a national military organization decided that operations in supplies requisition were inefficient and costly. They brought in consultants who recommended that the entire requisition process be "reengineered". This involved throwing out the old practices and developing an entirely new set of work activities around workflow. However, contrary to expectations, this intervention resulted in lower productivity, higher employee turnover and other

adverse outcomes. Discuss likely problems with the intervention in terms of open systems perspective.

Question Details

Accessibility : Screen Reader/Keyboard/CC

Difficulty : Medium

Learning Objective : 01-04 Summarize the workplace trends of diversity-equity-inclusion, work-life in

Topic : 01-16 Work-Life Integration

Source : Chapter 01 Test Bank > TB 01-120 Senior officers in a national military organ...

A firm is said to adopt the "triple bottom line" philosophy when its aim is to be three times as profitable as its competitors.

true

false

Question Details

Accessibility : Screen Reader/Keyboard/CC

Difficulty : Easy

Learning Objective : 01-02 Explain why organizational behaviour knowledge is important for you and fo

Topic : 01-06 Why OB is Important for Organizations

Source : Chapter 01 Test Bank > TB 01-51 A firm is said to adopt the "triple bottom l...

Which of the following involves applying appropriate rules to decide how the organization's benefits and burdens are distributed among employees?

Organizational integrity

Organizational stakeholders

Organizational culture

Organizational ethics

Organizational justice

Question Details

Accessibility : Screen Reader/Keyboard/CC

Difficulty : Easy

Learning Objective : 01-04 Summarize the workplace trends of diversity-equity-inclusion, work-life in

Topic : 01-15 Workplace Diversity, Equity, and Inclusion (DEI)

Source : Chapter 01 Test Bank > TB 01-104 Which of the following involves applying app...

A key feature of organizations is that they:

are individualist entities.

have government documentation to confer their legal status.

exist with or without any sense of purpose.

are collective entities.

first appeared in the 1700s.

Question Details

Accessibility : Screen Reader/Keyboard/CC

Difficulty : Medium

Learning Objective : 01-01 Define organizational behaviour and organizations.

Topic : 01-02 What is Organizational Behaviour?

Source : Chapter 01 Test Bank > TB 01-72 A key feature of organizations is that they:

Which of the following statements about tasks and task performance is **FALSE**?

Employees in almost every job are expected to perform their work proficiently.

Task performance refers to goal-directed activities under the individual's control.

The two main types of task performance are adaptive and creative.

All tasks involve various degrees of working with people, data, things, and ideas.

One form of task performance refers to how well employees respond to change in the workplace and in their job duties.

Question Details

Accessibility : Screen Reader/Keyboard/CC

Difficulty : Hard

Learning Objective : 01-06 Summarize the five types of individual behaviour in organizations.

Topic : 01-24 Task Performance

Source : Chapter 01 Test Bank > TB 01-73 Which of the following statements about task...

Research indicates that remote workers tend to have higher productivity than other staff, partly because they convert some former commuting time into work time.

true

false

Question Details

Accessibility : Screen Reader/Keyboard/CC

Difficulty : Easy

Learning Objective : 01-04 Summarize the workplace trends of diversity-equity-inclusion, work-life in

Topic : 01-17 Remote Work

Source : Chapter 01 Test Bank > TB 01-54 Research indicates that remote workers tend ...

Counterproductive work behaviours can be either intentional or unintentional behaviours that harm the organization.

true

false

Question Details

Accessibility : Screen Reader/Keyboard/CC

Difficulty : Medium

Learning Objective : 01-06 Summarize the five types of individual behaviour in organizations.

Topic : 01-26 Counterproductive Work Behaviours

Source : Chapter 01 Test Bank > TB 01-64 Counterproductive work behaviours can be eit...

Cooperation and helpfulness to co-workers are forms of organizational citizenship behaviour.

true

false

Question Details

Accessibility : Screen Reader/Keyboard/CC

Difficulty : Easy

Learning Objective : 01-06 Summarize the five types of individual behaviour in organizations.

Topic : 01-25 Organizational Citizenship Behaviours

Source : Chapter 01 Test Bank > TB 01-61 Cooperation and helpfulness to co-workers ar...

Companies face the challenge that their stakeholders often have conflicting interests and organizations lack sufficient resources to satisfy everyone.

true

false

Question Details

Accessibility : Screen Reader/Keyboard/CC

Difficulty : Easy

Learning Objective : 01-02 Explain why organizational behaviour knowledge is important for you and fo

Topic : 01-06 Why OB is Important for Organizations

Source : Chapter 01 Test Bank > TB 01-45 Companies face the challenge that their stak...

Corporate social responsibility is most closely connected to which of these concepts?

Employment relationships

Presenteeism

Stakeholders

MARS model

Remote work

Question Details

Accessibility : Screen Reader/Keyboard/CC

Difficulty : Medium

Learning Objective : 01-02 Explain why organizational behaviour knowledge is important for you and fo

Topic : 01-06 Why OB is Important for Organizations

Source : Chapter 01 Test Bank > TB 01-95 Corporate social responsibility is most clos...

Work-life integration takes the view that:

with rare exceptions, employees have a low degree of role conflict across their multiple work and nonwork selves.

your various work and nonwork roles should relate to a variety of personality traits and personal values, not just traits and values that you possess.

people need to give their full attention to one role (e.g., parent or executive) and avoid any other role imposed on them.

integrating two or more roles at the same time is both difficult and unhealthy.

the physical, cognitive, and emotional resources produced or consumed by one role potentially enrich or undermine the success and enjoyment of other roles.

Question Details

Accessibility : Screen Reader/Keyboard/CC

Difficulty : Hard

Learning Objective : 01-04 Summarize the workplace trends of diversity-equity-inclusion, work-life in

Topic : 01-16 Work-Life Integration

Source : Chapter 01 Test Bank > TB 01-106 Work-life integration takes the view that:

Organizations have difficulty satisfying stakeholder needs and expectations because:

private sector companies are required by law to satisfy only the needs and expectations of shareholders, not other stakeholders.

stakeholders rarely make their needs and expectations known to the organization.

the organization's stakeholders often have conflicting needs and expectations.

many organizations do not have any stakeholders.

most stakeholders are unknown to the organization's leaders.

Question Details

Accessibility : Screen Reader/Keyboard/CC

Difficulty : Medium

Learning Objective : 01-02 Explain why organizational behaviour knowledge is important for you and fo

Topic : 01-06 Why OB is Important for Organizations

Source : Chapter 01 Test Bank > TB 01-98 Organizations have difficulty satisfying sta...

Adjusting your work schedule to accommodate co-workers is an example of organizational citizenship behaviour.

true

false

Question Details

Accessibility : Screen Reader/Keyboard/CC

Difficulty : Easy

Learning Objective : 01-06 Summarize the five types of individual behaviour in organizations.

Topic : 01-25 Organizational Citizenship Behaviours

Source : Chapter 01 Test Bank > TB 01-34 Adjusting your work schedule to accommodate ...

The MARS model explicitly identifies all of the following factors as direct influences on employee voluntary behaviour and performance, **EXCEPT**?

Ability

Role perceptions

Perceptions

Motivation

Situational factors

Question Details

Accessibility : Screen Reader/Keyboard/CC

Difficulty : Medium

Learning Objective : 01-05 Diagram the MARS model and describe the four factors that directly influen

Topic : 01-18 MARS Model of Individual Behaviour and Performance

Source : Chapter 01 Test Bank > TB 01-80 The MARS model explicitly identifies all of ...

ACME Software Ltd has developed a training program to make employees more aware of how their job performance affects customers and the organization's other external stakeholders. This training program relates most closely with which of the following concepts?

Open systems view

Presenteeism

Contingency anchor

Diversity and the inclusive workplace

Multidisciplinary anchor

Question Details

Accessibility : Screen Reader/Keyboard/CC

Difficulty : Medium

Learning Objective : 01-02 Explain why organizational behaviour knowledge is important for you and fo

Topic : 01-06 Why OB is Important for Organizations

Source : Chapter 01 Test Bank > TB 01-91 ACME Software Ltd has developed a training p...

Presenteeism refers to showing up for work when unwell, injured, or faced with dangerous conditions getting to work.

true

false

Question Details

Accessibility : Screen Reader/Keyboard/CC

Difficulty : Medium

Learning Objective : 01-06 Summarize the five types of individual behaviour in organizations.

Topic : 01-28 Maintaining Work Attendance

Source : Chapter 01 Test Bank > TB 01-69 Presenteeism refers to showing up for work w...

In organizational behaviour, organizations are best described as:

social entities with a publicly stated set of formal goals.

groups of people who work interdependently towards some purpose.

legal entities that must abide by government regulations and pay taxes.

any social entity with profit-focused motives and objectives.

physical structures with observable capital equipment.

Question Details

Accessibility : Screen Reader/Keyboard/CC

Difficulty : Medium

Learning Objective : 01-01 Define organizational behaviour and organizations.

Topic : 01-02 What is Organizational Behaviour?

Source : Chapter 01 Test Bank > TB 01-87 In organizational behaviour, organizations a...

According to the MARS model, employee performance will remain high even if any one of the four variables in the model significantly weakens.

true

false

Question Details

Accessibility : Screen Reader/Keyboard/CC

Difficulty : Medium

Learning Objective : 01-05 Diagram the MARS model and describe the four factors that directly influen

Topic : 01-18 MARS Model of Individual Behaviour and Performance

Source : Chapter 01 Test Bank > TB 01-29 According to the MARS model, employee perfor...

The field of organizational behaviour broadly views organizations as:

groups of people whose only purpose is to increase financial profits.

groups of people whose only purpose is to reduce the cost of production.

inefficient machines with one working part.

open systems.

unnecessary entities in society.

Question Details

Accessibility : Screen Reader/Keyboard/CC

Difficulty : Medium

Learning Objective : 01-02 Explain why organizational behaviour knowledge is important for you and fo

Topic : 01-06 Why OB is Important for Organizations

Source : Chapter 01 Test Bank > TB 01-90 The field of organizational behaviour broadl...

The MARS model explicitly identifies which of the following factors?

Stakeholders

Work-life integration

Rewards

Situational factors

Recreational activities

Question Details

Accessibility : Screen Reader/Keyboard/CC

Difficulty : Medium

Learning Objective : 01-05 Diagram the MARS model and describe the four factors that directly influen

Topic : 01-18 MARS Model of Individual Behaviour and Performance

Source : Chapter 01 Test Bank > TB 01-82 The MARS model explicitly identifies which o...

Financial analysts rely on several organizational behaviour variables as "positive screens" for selecting companies with the best long-term investment returns.

true

false

Question Details

Accessibility : Screen Reader/Keyboard/CC

Difficulty : Easy

Learning Objective : 01-02 Explain why organizational behaviour knowledge is important for you and fo

Topic : 01-06 Why OB is Important for Organizations

Source : Chapter 01 Test Bank > TB 01-49 Financial analysts rely on several organizat...

In the MARS model, one form of role clarity exists when employees understand the priority of their various tasks and performance expectations.

true

false

Question Details

Accessibility : Screen Reader/Keyboard/CC

Difficulty : Medium

Learning Objective : 01-05 Diagram the MARS model and describe the four factors that directly influen

Topic : 01-21 Role Perceptions

Source : Chapter 01 Test Bank > TB 01-30 In the MARS model, one form of role clarity ...

Proficient task performance refers to how well employees modify their thoughts and behaviour to align with and support a new or changing work situation.

true

false

Question Details

Accessibility : Screen Reader/Keyboard/CC

Difficulty : Hard

Learning Objective : 01-06 Summarize the five types of individual behaviour in organizations.

Topic : 01-24 Task Performance

Source : Chapter 01 Test Bank > TB 01-32 Proficient task performance refers to how we...

Psychology and sociology have contributed many theories and concepts to the field of organizational behaviour.

true

false

Question Details

Accessibility : Screen Reader/Keyboard/CC

Difficulty : Medium

Learning Objective : 01-03 Describe the anchors on which organizational behaviour knowledge is based.

Topic : 01-11 The Multidisciplinary Anchor

Source : Chapter 01 Test Bank > TB 01-56 Psychology and sociology have contributed ma...

The number of people that have remained working from home in a post-COVID environment is approximately:

7 percent

50 percent

20 percent

2 percent

35 percent

Question Details

Accessibility : Screen Reader/Keyboard/CC

Difficulty : Hard

Learning Objective : 01-04 Summarize the workplace trends of diversity-equity-inclusion, work-life in

Topic : 01-16 Work-Life Integration

Source : Chapter 01 Test Bank > TB 01-116 The number of people that have remained work...

Almost all organizational behaviour theories share an implicit or explicit objective of making organizations more effective.

true

false

Question Details

Accessibility : Screen Reader/Keyboard/CC

Difficulty : Easy

Learning Objective : 01-02 Explain why organizational behaviour knowledge is important for you and fo

Topic : 01-06 Why OB is Important for Organizations

Source : Chapter 01 Test Bank > TB 01-12 Almost all organizational behaviour theories...

Which of the following refers to goal-directed activities under the individual's control that support organizational objectives?

Direction

Aptitudes

Motivation

Task performance

Presenteeism

Question Details

Accessibility : Screen Reader/Keyboard/CC

Difficulty : Medium

Learning Objective : 01-06 Summarize the five types of individual behaviour in organizations.

Topic : 01-24 Task Performance

Source : Chapter 01 Test Bank > TB 01-74 Which of the following refers to goal-direct...

How can organizations become more effective by enhancing their human capital?

Question Details

Accessibility : Screen Reader/Keyboard/CC

Difficulty : Medium

Learning Objective : 01-02 Explain why organizational behaviour knowledge is important for you and fo

Topic : 01-06 Why OB is Important for Organizations

Source : Chapter 01 Test Bank > TB 01-131 How can organizations become more effective ...

Relatively stable, long-lasting beliefs that guide a person's preferences for outcomes or courses of action in a variety of situations are:

rarely studied in the field of organizational behaviour.

the main reason why organizations fail to adapt.

called values.

the main feature distinguishing open from closed systems.

called intellectual capital.

Question Details

Accessibility : Screen Reader/Keyboard/CC

Difficulty : Medium

Learning Objective : 01-02 Explain why organizational behaviour knowledge is important for you and fo

Topic : 01-06 Why OB is Important for Organizations

Source : Chapter 01 Test Bank > TB 01-94 Relatively stable, long-lasting beliefs that...

One problem with the open systems view of organizations is that it neglects to focus on how well the organization operates internally.

true

false

Question Details

Accessibility : Screen Reader/Keyboard/CC

Difficulty : Medium

Learning Objective : 01-02 Explain why organizational behaviour knowledge is important for you and fo

Topic : 01-06 Why OB is Important for Organizations

Source : Chapter 01 Test Bank > TB 01-14 One problem with the open systems view of or...

People who regularly engage in remote work tend to receive less informal information about promotional opportunities and workplace relations.

true

false

Question Details

Accessibility : Screen Reader/Keyboard/CC

Difficulty : Easy

Learning Objective : 01-04 Summarize the workplace trends of diversity-equity-inclusion, work-life in

Topic : 01-17 Remote Work

Source : Chapter 01 Test Bank > TB 01-25 People who regularly engage in remote work t...

Differences in needs, expectations, and attitudes across age groups are due more to the group's stage in life (e.g. teenagers) and less to whether they were born in a specific time over the past century (e.g. Baby Boomers).

true

false

Question Details

Accessibility : Screen Reader/Keyboard/CC

Difficulty : Medium

Learning Objective : 01-04 Summarize the workplace trends of diversity-equity-inclusion, work-life in

Topic : 01-15 Workplace Diversity, Equity, and Inclusion (DEI)

Source : Chapter 01 Test Bank > TB 01-39 Differences in needs, expectations, and atti...

Sabotage, threatening harm, and insulting others represent:

three characteristics that distinguish organizations operating as open systems.

the most common forms of organizational citizenship.

behaviours that are no longer found in organizations.

three types of role perceptions.

three forms of counterproductive work behaviours.

Question Details

Accessibility : Screen Reader/Keyboard/CC

Difficulty : Medium

Learning Objective : 01-06 Summarize the five types of individual behaviour in organizations.

Topic : 01-26 Counterproductive Work Behaviours

Source : Chapter 01 Test Bank > TB 01-71 Sabotage, threatening harm, and insulting ot...

Onsite childcare is a form of ____.

work-life balance

work-life conflict

remote work coordination

work-life integration

work-life preparation

Question Details

Accessibility : Screen Reader/Keyboard/CC

Difficulty : Easy

Learning Objective : 01-04 Summarize the workplace trends of diversity-equity-inclusion, work-life in

Topic : 01-16 Work-Life Integration

Source : Chapter 01 Test Bank > TB 01-114 Onsite childcare is a form of ____.

Proficient task performance refers to performing the work efficiently and accurately.

true

false

Question Details

Accessibility : Screen Reader/Keyboard/CC

Difficulty : Easy

Learning Objective : 01-06 Summarize the five types of individual behaviour in organizations.

Topic : 01-24 Task Performance

Source : Chapter 01 Test Bank > TB 01-60 Proficient task performance refers to perfor...

Which of these statements about remote work is **FALSE**?

People who regularly or mostly work from home have better social interaction and relationships with co-workers.

Remote work tends to reduce employee work-related costs and unpaid time.

Remote workers tend to have higher productivity than other employees, partly due to the benefits of less commuting.

Remote workers usually have better work-life integration, partly because they have more time and somewhat more control to juggle work with nonwork obligations.

Organizations risk having a weaker culture when most employees work from home for a significant part of their workweek.

Question Details

Accessibility : Screen Reader/Keyboard/CC

Difficulty : Hard

Learning Objective : 01-04 Summarize the workplace trends of diversity-equity-inclusion, work-life in

Topic : 01-17 Remote Work

Source : Chapter 01 Test Bank > TB 01-107 Which of these statements about remote work ...

Describe the three elements of motivation.

Question Details

Accessibility : Screen Reader/Keyboard/CC

Difficulty : Easy

Learning Objective : 01-05 Diagram the MARS model and describe the four factors that directly influen

Topic : 01-19 Employee Motivation

Source : Chapter 01 Test Bank > TB 01-124 Describe the three elements of motivation.

High employee turnover is known to undermine the company's customer service, team development, and corporate culture strength.

true

false

Question Details

Accessibility : Screen Reader/Keyboard/CC

Difficulty : Medium

Learning Objective : 01-06 Summarize the five types of individual behaviour in organizations.

Topic : 01-27 Joining And Staying With The Organization

Source : Chapter 01 Test Bank > TB 01-65 High employee turnover is known to undermine...

A distributed organization is one that:

is focused on work-life balance.

is fully remote.

has flexible work scheduling.

has zero work-life conflict.

is fully hybrid.

Question Details

Accessibility : Screen Reader/Keyboard/CC

Difficulty : Medium

Learning Objective : 01-04 Summarize the workplace trends of diversity-equity-inclusion, work-life in

Topic : 01-16 Work-Life Integration

Source : Chapter 01 Test Bank > TB 01-117 A distributed organization is one that:

The field of organizational behaviour relies mainly on personal stories to test the validity of new theories.

true

false

Question Details

Accessibility : Screen Reader/Keyboard/CC

Difficulty : Medium

Learning Objective : 01-03 Describe the anchors on which organizational behaviour knowledge is based.

Topic : 01-09 The Systematic Research Anchor

Source : Chapter 01 Test Bank > TB 01-59 The field of organizational behaviour relies...

Distinguish among aptitudes, learned capabilities, and habits, as they make up ability.

Question Details

Accessibility : Screen Reader/Keyboard/CC

Difficulty : Easy

Learning Objective : 01-05 Diagram the MARS model and describe the four factors that directly influen

Topic : 01-19 Employee Motivation

Source : Chapter 01 Test Bank > TB 01-123 Distinguish among aptitudes, learned capabil...

Problem solving, teamwork, and communication are three important skills that employers look for in new employees.

true

false

Question Details

Accessibility : Screen Reader/Keyboard/CC

Difficulty : Medium

Learning Objective : 01-02 Explain why organizational behaviour knowledge is important for you and fo

Topic : 01-05 Why OB is Important for You

Source : Chapter 01 Test Bank > TB 01-07 Problem solving, teamwork, and communication are three important...

Which of the following statements about the field of organizational behaviour is **FALSE**?

OB is a self-contained discipline, independent of other disciplines.

OB is the study of what people think, feel, and do in and around organizations.

OB emerged as a distinct field of inquiry in the 1940s.

Many OB theories are contingency-oriented.

OB theories are usually tested using the scientific method.

Question Details

Accessibility : Screen Reader/Keyboard/CC

Difficulty : Easy

Learning Objective : 01-01 Define organizational behaviour and organizations.

Learning Objective : 01-03 Describe the anchors on which organizational behaviour knowledge is based.

Topic : 01-11 The Multidisciplinary Anchor

Topic : 01-02 What is Organizational Behaviour?

Topic : 01-03 Historical Foundations of Organizational Behaviour

Source : Chapter 01 Test Bank > TB 01-111 Which of the following statements about the ...

Deep-level workplace diversity refers to the observable demographic and other overt differences among employees.

true

false

Question Details

Accessibility : Screen Reader/Keyboard/CC

Difficulty : Easy

Learning Objective : 01-04 Summarize the workplace trends of diversity-equity-inclusion, work-life in

Topic : 01-15 Workplace Diversity, Equity, and Inclusion (DEI)

Source : Chapter 01 Test Bank > TB 01-21 Deep-level workplace diversity refers to the...

Successful remote workers tend to be self-motivated and can fulfill their social needs outside of the work context.

true

false

Question Details

Accessibility : Screen Reader/Keyboard/CC

Difficulty : Easy

Learning Objective : 01-04 Summarize the workplace trends of diversity-equity-inclusion, work-life in

Topic : 01-17 Remote Work

Source : Chapter 01 Test Bank > TB 01-53 Successful remote workers tend to be self-mo...

The skills and knowledge that employers tend to rank above anything else are in the field of organizational behaviour.

true

false

Question Details

Accessibility : Screen Reader/Keyboard/CC

Difficulty : Easy

Learning Objective : 01-02 Explain why organizational behaviour knowledge is important for you and fo

Topic : 01-05 Why OB is Important for You

Source : Chapter 01 Test Bank > TB 01-06 The skills and knowledge that employers tend...

According to the integrative model of organizational behaviour, which of the following is classified as an organizational input?

Motivation

Organizational culture

Organizational citizenship

Social networks

Communication

Question Details

Accessibility : Screen Reader/Keyboard/CC

Difficulty : Hard

Learning Objective : 01-02 Explain why organizational behaviour knowledge is important for you and fo

Topic : 01-07 Connecting the Dots: An Integrative Model of Organizational Behaviour

Source : Chapter 01 Test Bank > TB 01-100 According to the integrative model of organi...

The most important ingredient in the organization's process of transforming inputs to outputs is:

indirect employment relationships.

senior executives.

human capital.

work-life integration.

external stakeholders.

Question Details

Accessibility : Screen Reader/Keyboard/CC

Difficulty : Medium

Learning Objective : 01-02 Explain why organizational behaviour knowledge is important for you and fo

Topic : 01-06 Why OB is Important for Organizations

Source : Chapter 01 Test Bank > TB 01-92 The most important ingredient in the organiz...

An inclusive workplace values people of all identities and allows them to be fully themselves while contributing to the organization.

true

false

Question Details

Accessibility : Screen Reader/Keyboard/CC

Difficulty : Easy

Learning Objective : 01-04 Summarize the workplace trends of diversity-equity-inclusion, work-life in

Topic : 01-15 Workplace Diversity, Equity, and Inclusion (DEI)

Source : Chapter 01 Test Bank > TB 01-20 An inclusive workplace values people of all ...

The field of organizational behaviour is anchored in the belief that all organizational events should be studied at the individual level of analysis.

true

false

Question Details

Accessibility : Screen Reader/Keyboard/CC

Difficulty : Medium

Learning Objective : 01-03 Describe the anchors on which organizational behaviour knowledge is based.

Topic : 01-13 The Multiple Levels Of Analysis Anchor

Source : Chapter 01 Test Bank > TB 01-42 The field of organizational behaviour is anc...

CDA Hardware Associates has had below average sales over the past few years in one its stores, Store #34. As head of franchise operations, you are concerned with the continued low sales volume. The store manager wants you to diagnose the problem and recommend possible causes. Use the MARS model of individual behaviour and performance to provide four different types of reasons why employees at Store #34 might be performing below average. Provide one example for each type of explanation.

Question Details

Accessibility : Screen Reader/Keyboard/CC

Difficulty : Medium

Learning Objective : 01-05 Diagram the MARS model and describe the four factors that directly influen

Topic : 01-18 MARS Model of Individual Behaviour and Performance

Source : Chapter 01 Test Bank > TB 01-126 CDA Hardware Associates has had below averag...

Contrast organizational citizenship behaviour with task performance.

Question Details

Accessibility : Screen Reader/Keyboard/CC

Difficulty : Easy

Learning Objective : 01-06 Summarize the five types of individual behaviour in organizations.

Topic : 01-25 Organizational Citizenship Behaviours

Source : Chapter 01 Test Bank > TB 01-127 Contrast organizational citizenship behaviou...

The open systems view of organizations explicitly considers:

inputs entering the organization.

subsystems within the organization.

The open systems view of organizations explicitly considers all of these elements.

outputs from the organization to the external environment.

feedback from the external environment.

Question Details

Accessibility : Screen Reader/Keyboard/CC

Difficulty : Easy

Learning Objective : 01-02 Explain why organizational behaviour knowledge is important for you and fo

Topic : 01-06 Why OB is Important for Organizations

Source : Chapter 01 Test Bank > TB 01-89 The open systems view of organizations expli...

One problem with organizational citizenship behaviour is that it benefits the individual doing the OCB but not the team in which that person works.

true

false

Question Details

Accessibility : Screen Reader/Keyboard/CC

Difficulty : Medium

Learning Objective : 01-06 Summarize the five types of individual behaviour in organizations.

Topic : 01-25 Organizational Citizenship Behaviours

Source : Chapter 01 Test Bank > TB 01-35 One problem with organizational citizenship ...

The MARS model identifies four factors -- motivation, attitudes, responsibilities, and situational factors - as the direct predictors of a person's behaviour and performance.

true

false

Question Details

Accessibility : Screen Reader/Keyboard/CC

Difficulty : Medium

Learning Objective : 01-05 Diagram the MARS model and describe the four factors that directly influen

Topic : 01-18 MARS Model of Individual Behaviour and Performance

Source : Chapter 01 Test Bank > TB 01-26 The MARS model identifies four factors -- mo...

All of the following are considered a type of surface-level diversity,**EXCEPT?**

Ethnicity

Gender

Physical capabilities

Age

Attitude

Question Details

Accessibility : Screen Reader/Keyboard/CC

Difficulty : Medium

Learning Objective : 01-04 Summarize the workplace trends of diversity-equity-inclusion, work-life in

Topic : 01-15 Workplace Diversity, Equity, and Inclusion (DEI)

Source : Chapter 01 Test Bank > TB 01-102 All of the following are considered a type o...

The field of organizational behaviour came into existence in the 1970s.

true

false

Question Details

Accessibility : Screen Reader/Keyboard/CC

Difficulty : Easy

Learning Objective : 01-01 Define organizational behaviour and organizations.

Topic : 01-03 Historical Foundations of Organizational Behaviour

Source : Chapter 01 Test Bank > TB 01-04 The field of organizational behaviour came i...

Task performance refers to the individual's voluntary goal-directed behaviours that contribute to organizational objectives.

true

false

Question Details

Accessibility : Screen Reader/Keyboard/CC

Difficulty : Easy

Learning Objective : 01-06 Summarize the five types of individual behaviour in organizations.

Topic : 01-24 Task Performance

Source : Chapter 01 Test Bank > TB 01-31 Task performance refers to the individual's...

The contingency anchor in organizational behaviour suggests that we need to diagnose the situation to identify the most appropriate action under those specific circumstances.

true

false

Question Details

Accessibility : Screen Reader/Keyboard/CC

Difficulty : Medium

Learning Objective : 01-03 Describe the anchors on which organizational behaviour knowledge is based.

Topic : 01-12 The Contingency Anchor

Source : Chapter 01 Test Bank > TB 01-19 The contingency anchor in organizational beh...

Most organizational behaviour theories have been developed by OB scholars rather than from other disciplines.

true

false

Question Details

Accessibility : Screen Reader/Keyboard/CC

Difficulty : Medium

Learning Objective : 01-03 Describe the anchors on which organizational behaviour knowledge is based.

Topic : 01-11 The Multidisciplinary Anchor

Source : Chapter 01 Test Bank > TB 01-55 Most organizational behaviour theories have ...

Organizational behaviour emerged as a distinct field around the 1940s.

true

false

Question Details

Accessibility : Screen Reader/Keyboard/CC

Difficulty : Easy

Learning Objective : 01-01 Define organizational behaviour and organizations.

Topic : 01-03 Historical Foundations of Organizational Behaviour

Source : Chapter 01 Test Bank > TB 01-05 Organizational behaviour emerged as a distin...

Which type of task performance refers to how well employees perform the work efficiently and accurately?

Proactive task performance

Integrative task performance

Adaptive task performance

Efficient task performance

Proficient task performance

Question Details

Accessibility : Screen Reader/Keyboard/CC

Difficulty : Easy

Learning Objective : 01-06 Summarize the five types of individual behaviour in organizations.

Topic : 01-24 Task Performance

Source : Chapter 01 Test Bank > TB 01-75 Which type of task performance refers to how...

Human capital refers to the knowledge, skills, abilities, creative thinking, and other valued resources that employees bring to the organization.

true

false

Question Details

Accessibility : Screen Reader/Keyboard/CC

Difficulty : Easy

Learning Objective : 01-02 Explain why organizational behaviour knowledge is important for you and fo

Topic : 01-06 Why OB is Important for Organizations

Source : Chapter 01 Test Bank > TB 01-46 Human capital refers to the knowledge, skill...

Human capital is an organization's main source of competitive advantage.

true

false

Question Details

Accessibility : Screen Reader/Keyboard/CC

Difficulty : Easy

Learning Objective : 01-02 Explain why organizational behaviour knowledge is important for you and fo

Topic : 01-06 Why OB is Important for Organizations

Source : Chapter 01 Test Bank > TB 01-66 Human capital is an organization's main....

Deep-level diversity is evident when employees have conflicting perceptions and attitudes about the same situation.

true

false

Question Details

Accessibility : Screen Reader/Keyboard/CC

Difficulty : Medium

Learning Objective : 01-04 Summarize the workplace trends of diversity-equity-inclusion, work-life in

Topic : 01-15 Workplace Diversity, Equity, and Inclusion (DEI)

Source : Chapter 01 Test Bank > TB 01-22 Deep-level diversity is evident when employe...

The open systems view recognizes that organizations usually operate without dependence on or interaction with an external environment.

true

false

Question Details

Accessibility : Screen Reader/Keyboard/CC

Difficulty : Easy

Learning Objective : 01-02 Explain why organizational behaviour knowledge is important for you and fo

Topic : 01-06 Why OB is Important for Organizations

Source : Chapter 01 Test Bank > TB 01-10 The open systems view recognizes that organi...

Human capital is rarely a company's competitive advantage because employee talents are easy to find, copy, and replace with technology.

true

false

Question Details

Accessibility : Screen Reader/Keyboard/CC

Difficulty : Medium

Learning Objective : 01-02 Explain why organizational behaviour knowledge is important for you and fo

Topic : 01-06 Why OB is Important for Organizations

Source : Chapter 01 Test Bank > TB 01-50 Human capital is rarely a company's competitive...

What effect does remote work have in the workplace?

Remote work tends to improve work-life balance.

Remote work increases the need to evaluate employees more on their work results rather than their "face time".

Remote work has all of these effects in the workplace.

Remote work increases the risk that employees feel socially isolated from each other.

Under some circumstances, remote work increases the employee's productivity.

Question Details

Accessibility : Screen Reader/Keyboard/CC

Difficulty : Easy

Learning Objective : 01-04 Summarize the workplace trends of diversity-equity-inclusion, work-life in

Topic : 01-17 Remote Work

Source : Chapter 01 Test Bank > TB 01-108 What effect does remote work have in the wor...

Sociology is one of several disciplines that has not made any contribution to organizational behaviour knowledge.

true

false

Question Details

Accessibility : Screen Reader/Keyboard/CC

Difficulty : Medium

Learning Objective : 01-03 Describe the anchors on which organizational behaviour knowledge is based.

Topic : 01-11 The Multidisciplinary Anchor

Source : Chapter 01 Test Bank > TB 01-58 Sociology is one of several disciplines that...

According to the MARS model, ___ represent(s) the forces within a person that affect the direction, intensity, and persistence of voluntary behaviour.

motivation

proactive task performance

ability

role perceptions

surface-level diversity

Question Details

Accessibility : Screen Reader/Keyboard/CC

Difficulty : Medium

Learning Objective : 01-05 Diagram the MARS model and describe the four factors that directly influen

Topic : 01-19 Employee Motivation

Source : Chapter 01 Test Bank > TB 01-78 According to the MARS model, ___ represent(s...

All of the following accurately describe employee resource groups (ERGs),**EXCEPT?**

ERGs represent many ethnicities, sexual identities, ages, abilities, and other identities and interests among employees within the organization.

They are formal structures for supporting workplace inclusion.

They are also called affinity groups.

Discussion, feedback, and advice from within the group does not influence organizational policies and practices.

There are voluntary employee-led groups provide support and education about diversity, equity, inclusion, and social issues.

Question Details

Accessibility : Screen Reader/Keyboard/CC

Difficulty : Medium

Learning Objective : 01-04 Summarize the workplace trends of diversity-equity-inclusion, work-life in

Topic : 01-15 Workplace Diversity, Equity, and Inclusion (DEI)

Source : Chapter 01 Test Bank > TB 01-105 All of the following accurately describe emp...

Which type of task performance is about how well employees respond to change in the workplace and in their job duties?

Proficient task performance

Proactive task performance

Integrative task performance

Efficient task performance

Adaptive task performance

Question Details

Accessibility : Screen Reader/Keyboard/CC

Difficulty : Easy

Learning Objective : 01-06 Summarize the five types of individual behaviour in organizations.

Topic : 01-24 Task Performance

Source : Chapter 01 Test Bank > TB 01-77 Which type of task performance is about how ...

Companies that invest in human capital tend to develop employees who are better at performing diverse tasks in novel situations.

true

false

Question Details

Accessibility : Screen Reader/Keyboard/CC

Difficulty : Medium

Learning Objective : 01-02 Explain why organizational behaviour knowledge is important for you and fo

Topic : 01-06 Why OB is Important for Organizations

Source : Chapter 01 Test Bank > TB 01-48 Companies that invest in human capital tend ...

Work-life integration assumes that people are able to isolate their various work and nonwork roles from each other.

true

false

Question Details

Accessibility : Screen Reader/Keyboard/CC

Difficulty : Medium

Learning Objective : 01-04 Summarize the workplace trends of diversity-equity-inclusion, work-life in

Topic : 01-16 Work-Life Integration

Source : Chapter 01 Test Bank > TB 01-23 Work-life integration assumes that people ar...

Presenteeism is more likely to occur among employees whose absence would immediately affect many people.

true

false

Question Details

Accessibility : Screen Reader/Keyboard/CC

Difficulty : Medium

Learning Objective : 01-06 Summarize the five types of individual behaviour in organizations.

Topic : 01-28 Maintaining Work Attendance

Source : Chapter 01 Test Bank > TB 01-70 Presenteeism is more likely to occur among e...

Motivation refers to the forces within a person that affect the direction, intensity, and persistence of effort for voluntary behaviour.

true

false

Question Details

Accessibility : Screen Reader/Keyboard/CC

Difficulty : Easy

Learning Objective : 01-05 Diagram the MARS model and describe the four factors that directly influen

Topic : 01-19 Employee Motivation

Source : Chapter 01 Test Bank > TB 01-27 Motivation refers to the forces within a per...

The contingency anchor in organizational behaviour suggests that a particular action may have different consequences in different situations.

true

false

Question Details

Accessibility : Screen Reader/Keyboard/CC

Difficulty : Medium

Learning Objective : 01-03 Describe the anchors on which organizational behaviour knowledge is based.

Topic : 01-12 The Contingency Anchor

Source : Chapter 01 Test Bank > TB 01-17 The contingency anchor in organizational beh...

A new manager's performance is below expectations because executives believe the manager allocates too little time to coaching employees. The manager is good at coaching but doesn't realize that coaching should have a higher priority in their work schedule. This performance problem is best explained by:

poor work-life integration.

presenteeism.

the manager's lack of ability.

inaccurate role perceptions.

the open systems view of organizations.

Question Details

Accessibility : Screen Reader/Keyboard/CC

Difficulty : Medium

Learning Objective : 01-05 Diagram the MARS model and describe the four factors that directly influen

Topic : 01-21 Role Perceptions

Source : Chapter 01 Test Bank > TB 01-84 A new manager's performance is below expectations because...

Which of the following identifies the four factors that directly influence individual behaviour and performance?

Inclusive workplace theory

Corporate social responsibility

Deep level diversity

MARS model

Open systems view

Question Details

Accessibility : Screen Reader/Keyboard/CC

Difficulty : Medium

Learning Objective : 01-05 Diagram the MARS model and describe the four factors that directly influen

Topic : 01-18 MARS Model of Individual Behaviour and Performance

Source : Chapter 01 Test Bank > TB 01-81 Which of the following identifies the four f...

Marketing specialists at Napanee Beer Co. developed a new advertising campaign for summer sales. The ads were particularly aimed at sports events where Napanee Beer sold kegs of beer on tap. The marketing group worked for months with a top advertising firm on the campaign. Their effort was successful in terms of significantly higher demand for Napanee Beer's keg beer at sports stadiums. However, the production department had not been notified of the marketing campaign and was not prepared for the increased demand. The company was forced to buy empty kegs at a premium price. It also had to brew some of the lower-priced keg beer in vats that would have been used for higher-priced specialty beer. The result was that Napanee Beer sold

more of the lower-priced keg beer and less of the higher-priced products that summer. Moreover, the company could not initially fill consumer demand for the keg beer, resulting in customer dissatisfaction. Use open system view to explain what has occurred at Napanee Beer Co.

Question Details

Accessibility : Screen Reader/Keyboard/CC

Difficulty : Medium

Learning Objective : 01-04 Summarize the workplace trends of diversity-equity-inclusion, work-life in

Topic : 01-16 Work-Life Integration

Source : Chapter 01 Test Bank > TB 01-119 Marketing specialists at Napanee Beer Co. de...

Several recently hired employees are motivated, sufficiently skilled, and have adequate resources to perform their jobs. However, customer complaints soon emerged because the new hires failed to perform a few critical tasks. An investigation discovered that these employees were never told that these tasks were part of their job. The poor performance occurred because the new employees:

do not enjoy their jobs.

have a direct employment relationship.

don't have any organizational citizenship.

have poor work-life integration.

have poor role perceptions.

Question Details

Accessibility : Screen Reader/Keyboard/CC

Difficulty : Medium

Learning Objective : 01-05 Diagram the MARS model and describe the four factors that directly influen

Topic : 01-21 Role Perceptions

Source : Chapter 01 Test Bank > TB 01-85 Several recently hired employees are motivat...

According to the MARS model, which of the following is NOT a role perception problem?

The employee doesn't realize that a particular task is part of their job.

The employee believes that the company wants them to spend more time with clients, whereas the company really wants client requests processed more quickly.

The employee knows two different ways to perform a particular task, but unknowingly chooses the method that the organization does not want its employees to use.

The employee lacks the proper tools to perform the job.

The employee places more emphasis on the quantity of work whereas the organization wants more emphasis placed on the quality of work.

Question Details

Accessibility : Screen Reader/Keyboard/CC

Difficulty : Easy

Learning Objective : 01-05 Diagram the MARS model and describe the four factors that directly influen

Topic : 01-21 Role Perceptions

Source : Chapter 01 Test Bank > TB 01-83 According to the MARS model, which of the fo...

A kitchen products manufacturer wants to develop appliances that customers can operate and program using an app. Unfortunately, few of the firm's employees know enough about Bluetooth communication or software development for apps. This company's product development plans are limited because:

the company is too much of an open system.

of poor role perceptions among employees.

of insufficient or misaligned human capital.

the company is a closed system.

of high absenteeism among employees.

Question Details

Accessibility : Screen Reader/Keyboard/CC

Difficulty : Medium

Learning Objective : 01-02 Explain why organizational behaviour knowledge is important for you and fo

Topic : 01-06 Why OB is Important for Organizations

Source : Chapter 01 Test Bank > TB 01-93 A kitchen products manufacturer wants to dev...

Most organizational topics may be studied from all three levels of analysis: individual, team, and organization.

true

false

Question Details

Accessibility : Screen Reader/Keyboard/CC

Difficulty : Easy

Learning Objective : 01-03 Describe the anchors on which organizational behaviour knowledge is based.

Topic : 01-13 The Multiple Levels Of Analysis Anchor

Source : Chapter 01 Test Bank > TB 01-18 Most organizational topics may be studied fr...

To create a more evidence-based organization, leaders should listen to and follow experts who say their ideas are "new," "revolutionary," and "proven."

true

false

Question Details

Accessibility : Screen Reader/Keyboard/CC

Difficulty : Easy

Learning Objective : 01-03 Describe the anchors on which organizational behaviour knowledge is based.

Topic : 01-09 The Systematic Research Anchor

Source : Chapter 01 Test Bank > TB 01-52 To create a more evidence-based organization...

Which of the following is a conceptual anchor from which organizational behaviour knowledge is developed and refined?

All of these are among the five "anchors" of organizational behaviour knowledge.

OB should rely mainly on anecdotal stories to test the accuracy of their theories.

OB should view organizations as closed systems.

All OB theories should apply to all situations.

OB theories should be practical to use, not just interesting.

Question Details

Accessibility : Screen Reader/Keyboard/CC

Difficulty : Medium

Learning Objective : 01-03 Describe the anchors on which organizational behaviour knowledge is based.

Topic : 01-08 Anchors of Organizational Behaviour Knowledge

Source : Chapter 01 Test Bank > TB 01-110 Which of the following is a conceptual ancho...

Which of these statements about employment relationships is **FALSE**?

Teams that combine both direct and indirect employment workers tend to have better information sharing than teams consisting of only direct employment workers.

Indirect employment occurs when people work for an employment agency and are temporarily assigned or indefinitely "leased" to client firms.

Self-employed contract work includes freelancers in the "gig economy."

Workers in direct employment relationships tend to produce higher work quality and innovation than do workers in indirect or contract relationships.

In the past, direct employment relationships involved continuous employment, usually with expectations of career advancement.

Question Details

Accessibility : Screen Reader/Keyboard/CC

Difficulty : Hard

Learning Objective : 01-04 Summarize the workplace trends of diversity-equity-inclusion, work-life in

Topic : 01-18 MARS Model of Individual Behaviour and Performance

Source : Chapter 01 Test Bank > TB 01-113 Which of these statements about employment r...

Motivation affects a person's ____ of voluntary behaviour.

direction, intensity, and persistence

antecedents, consequences, and reinforcers

aptitudes, abilities, and capabilities

size, shape, and weight

role perceptions

Question Details

Accessibility : Screen Reader/Keyboard/CC

Difficulty : Hard

Learning Objective : 01-05 Diagram the MARS model and describe the four factors that directly influen

Topic : 01-19 Employee Motivation

Source : Chapter 01 Test Bank > TB 01-79 Motivation affects a person's...

An important objective of organizational behaviour is to help people to:

understand and predict, but not influence organizational events.

understand, predict, and influence organizational events.

understand why organizational events occur.

influence organizational events.

predict organizational events.

Question Details

Accessibility : Screen Reader/Keyboard/CC

Difficulty : Medium

Learning Objective : 01-02 Explain why organizational behaviour knowledge is important for you and fo

Topic : 01-05 Why OB is Important for You

Source : Chapter 01 Test Bank > TB 01-88 An important objective of organizational beh...

The triple-bottom-line philosophy asserts that:

companies should pay attention to local, national, and global customers.

the main goal of all companies is to satisfy the needs of three groups: employees, executives, and suppliers.

companies should try to survive and be profitable as well as maintain and improve conditions for society and the physical environment.

companies should pay three times more attention to profits than to employee wellbeing.

business success increases by having three times more contract workers than permanent employees.

Question Details

Accessibility : Screen Reader/Keyboard/CC

Difficulty : Medium

Learning Objective : 01-02 Explain why organizational behaviour knowledge is important for you and fo

Topic : 01-06 Why OB is Important for Organizations

Source : Chapter 01 Test Bank > TB 01-96 The triple-bottom-line philosophy asserts th...

Which type of task performance is about anticipating change, and leading that change in oneself, co-workers, and the workplace to achieve what is perceived to be a better future for the organization?

Proactive task performance

Efficient task performance

Adaptive task performance

Proficient task performance

Integrative task performance

Question Details

Accessibility : Screen Reader/Keyboard/CC

Difficulty : Easy

Learning Objective : 01-06 Summarize the five types of individual behaviour in organizations.

Topic : 01-24 Task Performance

Source : Chapter 01 Test Bank > TB 01-76 Which type of task performance is about anti...

Organizations are more effective when they increase presenteeism.

true

false

Question Details

Accessibility : Screen Reader/Keyboard/CC

Difficulty : Medium

Learning Objective : 01-06 Summarize the five types of individual behaviour in organizations.

Topic : 01-28 Maintaining Work Attendance

Source : Chapter 01 Test Bank > TB 01-68 Organizations are more effective when they i...

Personalities, beliefs, values, and attitudes are:

types of surface-level diversity.

the four direct predictors of individual behaviour in the MARS model.

types of deep-level diversity.

variables that should not be considered when measuring workforce diversity.

team/interpersonal inputs and processes in the integrative model of organizational behaviour.

Question Details

Accessibility : Screen Reader/Keyboard/CC

Difficulty : Medium

Learning Objective : 01-04 Summarize the workplace trends of diversity-equity-inclusion, work-life in

Topic : 01-15 Workplace Diversity, Equity, and Inclusion (DEI)

Source : Chapter 01 Test Bank > TB 01-103 Personalities, beliefs, values, and attitude...

At a collective level, an inclusive workplace gives diverse groups voice through formal structures, such as diversity councils.

true

false

Question Details

Accessibility : Screen Reader/Keyboard/CC

Difficulty : Easy

Learning Objective : 01-04 Summarize the workplace trends of diversity-equity-inclusion, work-life in

Topic : 01-15 Workplace Diversity, Equity, and Inclusion (DEI)

Source : Chapter 01 Test Bank > TB 01-38 At a collective level, an inclusive workplac...

Examples of counterproductive work behaviours include disagreeing with co-workers and engaging in organizational citizenship behaviours.

true

false

Question Details

Accessibility : Screen Reader/Keyboard/CC

Difficulty : Medium

Learning Objective : 01-06 Summarize the five types of individual behaviour in organizations.

Topic : 01-26 Counterproductive Work Behaviours

Source : Chapter 01 Test Bank > TB 01-63 Examples of counterproductive work behaviour...

Surface-level diversity refers to observable demographic and other overt differences in people.

true

false

Question Details

Accessibility : Screen Reader/Keyboard/CC

Difficulty : Medium

Learning Objective : 01-04 Summarize the workplace trends of diversity-equity-inclusion, work-life in

Topic : 01-15 Workplace Diversity, Equity, and Inclusion (DEI)

Source : Chapter 01 Test Bank > TB 01-36 Surface-level diversity refers to observable...

Organizational effectiveness, not profitability, is considered the "ultimate dependent variable" in organizational behaviour.

true

false

Question Details

Accessibility : Screen Reader/Keyboard/CC

Difficulty : Hard

Learning Objective : 01-02 Explain why organizational behaviour knowledge is important for you and fo

Topic : 01-06 Why OB is Important for Organizations

Source : Chapter 01 Test Bank > TB 01-11 Organizational effectiveness, not profitabil...

One of the key requirements of an organization is that it has buildings and equipment.

true

false

Question Details

Accessibility : Screen Reader/Keyboard/CC

Difficulty : Easy

Learning Objective : 01-01 Define organizational behaviour and organizations.

Topic : 01-02 What is Organizational Behaviour?

Source : Chapter 01 Test Bank > TB 01-01 One of the key requirements of an organizati...

Companies that apply organizational behaviour knowledge are likely to have greater financial returns than companies that do not apply organizational behaviour knowledge.

true

false

Question Details

Accessibility : Screen Reader/Keyboard/CC

Difficulty : Easy

Learning Objective : 01-02 Explain why organizational behaviour knowledge is important for you and fo

Topic : 01-06 Why OB is Important for Organizations

Source : Chapter 01 Test Bank > TB 01-09 Companies that apply organizational behaviou...

Much employee absenteeism is due to situational factors, such as personal illness, family demands, and bad weather.

true

false

Question Details

Accessibility : Screen Reader/Keyboard/CC

Difficulty : Medium

Learning Objective : 01-06 Summarize the five types of individual behaviour in organizations.

Topic : 01-28 Maintaining Work Attendance

Source : Chapter 01 Test Bank > TB 01-67 Much employee absenteeism is due to situatio...

Collective entities are called "organizations" when their purpose is to generate profits for shareholders.

true

false

Question Details

Accessibility : Screen Reader/Keyboard/CC

Difficulty : Medium

Learning Objective : 01-01 Define organizational behaviour and organizations.

Topic : 01-02 What is Organizational Behaviour?

Source : Chapter 01 Test Bank > TB 01-03 Collective entities are called "organization..."

Which of these statements about diversity and inclusive workplace is **FALSE**?

Deep-level diversity across generations is much stronger than the popular press would suggest.

Teams with diverse knowledge and skills tend to make better decisions about complex issues compared to teams with less of this diversity.

An inclusive workplace continually ensures that recruitment, rewards, and other practices do not unfairly favour some groups over others.

Some deep-level diversity is associated with surface-level attributes.

Surface-level diversity in Canada and many other countries has increased substantially over the past few decades.

Question Details

Accessibility : Screen Reader/Keyboard/CC

Difficulty : Medium

Learning Objective : 01-04 Summarize the workplace trends of diversity-equity-inclusion, work-life in

Topic : 01-15 Workplace Diversity, Equity, and Inclusion (DEI)

Source : Chapter 01 Test Bank > TB 01-101 Which of these statements about diversity an...

Work-life integration can sometimes occur by actually engaging in two or more distinct roles at the same time.

true

false

Question Details

Accessibility : Screen Reader/Keyboard/CC

Difficulty : Easy

Learning Objective : 01-04 Summarize the workplace trends of diversity-equity-inclusion, work-life in

Topic : 01-16 Work-Life Integration

Source : Chapter 01 Test Bank > TB 01-24 Work-life integration can sometimes occur by...

An aircraft manufacturing company developed a computer simulation representing the very complex processes and subgroups that create an airplane. Teams of production employees would participate in a game where trainers gave them the challenge of reducing costs or minimizing space using the simulation. As the trainers predicted, the team's actions would almost always result in unexpected consequences. Explain how this simulation relates to the open systems perspective of organizational behaviour.

Question Details

Accessibility : Screen Reader/Keyboard/CC

Difficulty : Easy

Learning Objective : 01-04 Summarize the workplace trends of diversity-equity-inclusion, work-life in

Topic : 01-16 Work-Life Integration

Source : Chapter 01 Test Bank > TB 01-121 An aircraft manufacturing company developed ...

As a company builds human capital, its employees produce higher quality work, but they become less motivated or able to adapt to rapidly changing environments.

true

false

Question Details

Accessibility : Screen Reader/Keyboard/CC

Difficulty : Hard

Learning Objective : 01-02 Explain why organizational behaviour knowledge is important for you and fo

Topic : 01-06 Why OB is Important for Organizations

Source : Chapter 01 Test Bank > TB 01-47 As a company builds human capital, its emplo...

The sales office of a large industrial products wholesale company has an increasing problem that salespeople are arriving late at the office each morning. Some sales reps go directly to visit clients rather than showing up at the office as required by company policy. Others arrive several minutes after their appointed start time. The vice president of sales doesn't want to introduce time clocks, but this may be necessary if the lateness problem isn't corrected. Using the MARS model of individual behaviour, diagnose the possible reasons why salespeople may be engaging in this "lateness" behaviour.

Question Details

Accessibility : Screen Reader/Keyboard/CC

Difficulty : Medium

Learning Objective : 01-05 Diagram the MARS model and describe the four factors that directly influen

Topic : 01-18 MARS Model of Individual Behaviour and Performance

Source : Chapter 01 Test Bank > TB 01-125 The sales office of a large industrial produ...

The systematic research anchor relies mainly on stories and myths to test hypotheses.

true

false

Question Details

Accessibility : Screen Reader/Keyboard/CC

Difficulty : Medium

Learning Objective : 01-03 Describe the anchors on which organizational behaviour knowledge is based.

Topic : 01-09 The Systematic Research Anchor

Source : Chapter 01 Test Bank > TB 01-16 The systematic research anchor relies mainly...

OB knowledge has benefited from knowledge in emerging fields such as communications, marketing, and information systems.

true

false

Question Details

Accessibility : Screen Reader/Keyboard/CC

Difficulty : Medium

Learning Objective : 01-03 Describe the anchors on which organizational behaviour knowledge is based.

Topic : 01-11 The Multidisciplinary Anchor

Source : Chapter 01 Test Bank > TB 01-57 OB knowledge has benefited from knowledge in...

Which of the following is **NOT** a conceptual anchor in organizational behaviour?

Systematic research anchor

Diversity-inclusiveness anchor

Multidisciplinary anchor

Multiple levels of analysis anchor

Contingency anchor

Question Details

Accessibility : Screen Reader/Keyboard/CC

Difficulty : Hard

Learning Objective : 01-03 Describe the anchors on which organizational behaviour knowledge is based.

Topic : 01-08 Anchors of Organizational Behaviour Knowledge

Source : Chapter 01 Test Bank > TB 01-109 Which of the following is NOT a conceptual a...

Which of the following concepts is most closely associated with corporate social responsibility?

Work-life integration

Human capital

Counterproductive work behaviours

Triple-bottom-line

Systematic research anchor

Question Details

Accessibility : Screen Reader/Keyboard/CC

Difficulty : Medium

Learning Objective : 01-02 Explain why organizational behaviour knowledge is important for you and fo

Topic : 01-06 Why OB is Important for Organizations

Source : Chapter 01 Test Bank > TB 01-97 Which of the following concepts is most clos...

Which work-life integration strategy establishes methods that prevent your work roles from encroaching on time and attention devoted to your nonwork roles?

Role alignment

Balance management

Integrate multiple roles

Boundary management

Flexible work scheduling

Question Details

Accessibility : Screen Reader/Keyboard/CC

Difficulty : Medium

Learning Objective : 01-04 Summarize the workplace trends of diversity-equity-inclusion, work-life in

Topic : 01-16 Work-Life Integration

Source : Chapter 01 Test Bank > TB 01-118 Which work-life integration strategy establi...

The three types of task performance are: effective, citizenship, and reactive.

true

false

Question Details

Accessibility : Screen Reader/Keyboard/CC

Difficulty : Medium

Learning Objective : 01-06 Summarize the five types of individual behaviour in organizations.

Topic : 01-24 Task Performance

Source : Chapter 01 Test Bank > TB 01-33 The three types of task performance are: eff...

The open systems view states that organizations are effective when they maintain a good "fit" with their external environments.

true

false

Question Details

Accessibility : Screen Reader/Keyboard/CC

Difficulty : Medium

Learning Objective : 01-02 Explain why organizational behaviour knowledge is important for you and fo

Topic : 01-06 Why OB is Important for Organizations

Source : Chapter 01 Test Bank > TB 01-13 The open systems view states that organizati...

Some forms of diversity increase the risk of dysfunctional conflict, which reduces information sharing and satisfaction with co-workers.

true

false

Question Details

Accessibility : Screen Reader/Keyboard/CC

Difficulty : Easy

Learning Objective : 01-04 Summarize the workplace trends of diversity-equity-inclusion, work-life in

Topic : 01-15 Workplace Diversity, Equity, and Inclusion (DEI)

Source : Chapter 01 Test Bank > TB 01-40 Some forms of diversity increase the risk of...

Which of the following is NOT considered an individual outcome in the integrative model of organizational behaviour?

Decisions

Well-being

Behaviour

Organizational citizenship

Social networks

Question Details

Accessibility : Screen Reader/Keyboard/CC

Difficulty : Medium

Learning Objective : 01-02 Explain why organizational behaviour knowledge is important for you and fo

Topic : 01-07 Connecting the Dots: An Integrative Model of Organizational Behaviour

Source : Chapter 01 Test Bank > TB 01-99 Which of the following is NOT considered an ...

Workforce diversity potentially improves decision making and team performance on complex tasks.

true

false

Question Details

Accessibility : Screen Reader/Keyboard/CC

Difficulty : Medium

Learning Objective : 01-04 Summarize the workplace trends of diversity-equity-inclusion, work-life in

Topic : 01-15 Workplace Diversity, Equity, and Inclusion (DEI)

Source : Chapter 01 Test Bank > TB 01-43 Workforce diversity potentially improves dec...

Human capital refers to the average cost of hiring and firing each employee in the organization.

true

false

Question Details

Accessibility : Screen Reader/Keyboard/CC

Difficulty : Medium

Learning Objective : 01-02 Explain why organizational behaviour knowledge is important for you and fo

Topic : 01-06 Why OB is Important for Organizations

Source : Chapter 01 Test Bank > TB 01-15 Human capital refers to the average cost of ...

Pre-COVID, approximately what percent of Canadian workers (excluding farmers and contractors) performed some of their paid work from home each week?

2 percent

35 percent

7 percent

25 percent

50 percent

Question Details

Accessibility : Screen Reader/Keyboard/CC

Difficulty : Hard

Learning Objective : 01-04 Summarize the workplace trends of diversity-equity-inclusion, work-life in

Topic : 01-16 Work-Life Integration

Source : Chapter 01 Test Bank > TB 01-115 Pre-COVID, approximately what percent of Can...

Employees mainly engage in organizational citizenship behaviours to support their boss's work deadlines.

true

false

Question Details

Accessibility : Screen Reader/Keyboard/CC

Difficulty : Medium

Learning Objective : 01-06 Summarize the five types of individual behaviour in organizations.

Topic : 01-25 Organizational Citizenship Behaviours

Source : Chapter 01 Test Bank > TB 01-62 Employees mainly engage in organizational ci...

The open systems view states that organizations have only two stakeholders: employees and shareholders.

true

false

Question Details

Accessibility : Screen Reader/Keyboard/CC

Difficulty : Easy

Learning Objective : 01-02 Explain why organizational behaviour knowledge is important for you and fo

Topic : 01-06 Why OB is Important for Organizations

Source : Chapter 01 Test Bank > TB 01-44 The open systems view states that organizati...

Discuss the five anchors of organizational behaviour.

Question Details

Accessibility : Screen Reader/Keyboard/CC

Difficulty : Medium

Learning Objective : 01-03 Describe the anchors on which organizational behaviour knowledge is based.

Topic : 01-08 Anchors of Organizational Behaviour Knowledge

Source : Chapter 01 Test Bank > TB 01-122 Discuss the five anchors of organizational b...

Answer Key

Test name: Ch01_Canadian Organizational Behaviour_12e

TRUE

Short Answer

Refer to Exhibit 1.1 - Most Important Skills for New Employees.

Some of the top skills include:

- Problem solving
- Teamwork
- Communication
- Interpersonal skills
- Adaptability
- Critical thinking

C

C

TRUE

Short Answer

a) Task performance and organizational citizenship are obviously important, but if qualified people don't join and stay with the organization, none of these performance-related behaviours would occur.

b) Attracting and retaining talented people is becoming particularly important as worries about skills shortages heat up. As skill shortages increase, attracting and retaining talent will logically become a critical factor in an organization's success.

c) The importance of human capital is particularly apparent when employees quit. Those who leave remove valuable knowledge, skills, and relationships with co-workers and external stakeholders, all of which take time for new staff to acquire.

d) Other problems with employee turnover are discussed in later chapters, such as its adverse effect on customer service, team development, and corporate culture strength.

Short Answer

Proficient task performance refers to how well employees perform the work efficiently and accurately. It involves accomplishing the assigned work at or above the expected standards of quality, quantity, and other indicators of effectiveness.

Adaptive task performance refers to how well employees modify their thoughts and behaviour to align with and support a new or changing work process or work setting. Essentially, adaptive task performance is about how well employees respond to change in the workplace and in their job duties.

Proactive task performance refers to how well employees take the initiative to anticipate and introduce new work patterns that benefit the organization. Proactive performance is about anticipating change, and leading that change in oneself, co-workers, and the workplace to achieve what is perceived to be a better future for the organization.

TRUE

TRUE

TRUE

Short Answer

There are two possible ways that open systems view explains these problems. The first and more likely of these is the fact that open systems have interdependent parts. In this situation, reengineering the supplies requisition process may have disrupted other parts of the organization, which, in turn, undermined the supplies' group's ability to complete their work. The point here is that open systems consist of interdependent parts and that it is always useful to ensure that changes in one part of the organization have minimal adverse effects on other parts of the organization.

The second possible (but less likely) problem is in terms of inputs, transformation, outputs and feedback. The reengineering process may have thrown out a functioning transformation process. Possibly the change resulted in less feedback from the environment regarding how well the organization is interacting with the environment. Perhaps the change resulted in a disruption of inputs or side effects in the outputs.

FALSE

E

D

C

TRUE

TRUE

TRUE

TRUE

C

E

C

TRUE

C

A

TRUE

B

FALSE

D

D

TRUE

TRUE

FALSE

TRUE

C

TRUE

D

Short Answer

By enhancing their human capital, organizations potentially become more effective in three ways.

First, job performance tends to improve as employees acquire more skills and knowledge, which, in turn, improves the organization's success. Second, companies with superior human capital adapt more efficiently in rapidly changing environments. This adaptability occurs because highly skilled employees tend to be better at performing diverse tasks in unfamiliar situations, particularly when they have freedom regarding ways to perform that work. Third, companies that develop human capital are investing in and rewarding their workforce. Employees tend to reciprocate this investment by providing greater effort in their jobs and assistance to co-workers.

C

FALSE

TRUE

TRUE

E

D

TRUE

A

Short Answer

The first element is direction. This refers to the path along which people steer their effort. Motivation is goal-directed, not random. People have choices about what they are trying to achieve and at what level of quality, quantity, and so forth.

The second element is intensity. This refers to the amount of effort allocated to the goal. Intensity is all about how much people push themselves to complete a task. Two employees might be motivated to finish their project within the next few hours (direction), but only one of them puts forth enough effort (intensity) to achieve this goal.

The third element is persistence, which refers to the length of time that the individual continues to exert effort toward an objective. Employees sustain their effort until they reach their goal or give up beforehand.

TRUE

B

FALSE

Short Answer

Aptitudes are the natural physical or cognitive talents that help employees learn specific tasks more quickly and perform them better.

Learned capabilities include the skills and knowledge that people acquire through training, practice, and other forms of learning. Learned capabilities tend to wane over time if they are not regularly put to use.

Habits are tendencies to engage in specific behaviours in response to contextual cues and enacted with little conscious awareness or reflection.

Unlike other learned capabilities, habits are triggered by situational cues with minimal or no consciously motivated thought.

TRUE

A

FALSE

TRUE

TRUE

B

C

TRUE

FALSE

Short Answer

Students should answer this question by describing the four causes of individual behaviour and applying these causes to the situation.

Ability. It is possible that employees at Store #34 lack the necessary skills or knowledge to complete sales transactions effectively. For example, the store might have high turnover, so most employees lack the necessary experience. Alternatively, the store manager might have hired people who lack the necessary skills and knowledge.

Motivation. Store #34 employees might not be as motivated to serve customers and sell the product. For example, the store might have a different reward system, one that is not as effective at encouraging store sales. Alternatively, employees at this store might have different needs and therefore are not as motivated by the company's compensation system.

Role perceptions. Store #34 employees might have role perceptions that result in lower sales. For example, they might not realize that certain procedures or sales practices are less effective than those used at other stores. Alternatively, employees might not realize that their level of sales is below an acceptable level.

Situational factors. Employees at Store #34 might have lower performance due to unfavourable situational factors. For example, Store #34 might be located in an area with an economic recession. Alternatively, the store might have had difficulty getting inventory from the company's warehouse, resulting in lack of sales.

Short Answer

Task performance refers to goal-oriented activities that are under the individual's control. As goals, job performance standards and objectives are explicitly required by the organization for employees in those jobs.

Organizational citizenship behaviours, on the other hand, are activities that extend beyond the task normally required by the organization. They include avoiding unnecessary conflicts, helping others without selfish intent, gracefully tolerating occasional impositions, being involved in organizational activities and performing tasks that extend beyond normal role requirements.

C

FALSE

FALSE

E

FALSE

TRUE

TRUE

FALSE

TRUE

E

TRUE

TRUE

TRUE

FALSE

FALSE

C

FALSE

A

D

E

TRUE

FALSE

TRUE

TRUE

TRUE

D

D

Short Answer

This incident mainly relates to the open systems perspective that organizations consist of many interdependent parts. In larger organizations, subsystem interdependence is so complex that an event in one department may ripple through the organization and affect other subsystems. In this case, the marketing group's advertising campaign had unintended implications for the production group. Marketing's campaign increased demand for keg beer, which forced production to brew more of the lower-priced product rather than the higher-priced specialty beer. It was also necessary to keep up with demand by paying premium prices for empty kegs.

Students may argue that marketing employees did not notify the production group about its plans. This may be a valid argument in this incident. However, we must keep in mind that employees engage in many activities that have repercussions for others that we would never expect. Moreover, it is possible that production employees could not predict all of the implications of marketing's campaign even if the production group was notified in advance.

E

D

C

TRUE

FALSE

E

A

A

B

C

A

FALSE

C

TRUE

FALSE

TRUE

TRUE

FALSE

TRUE

TRUE

FALSE

A

TRUE

Short Answer

The production simulation teaches teams that organizations are complex systems with many interdependent parts. As such, complex systems tend to produce unintended consequences when one part of the system is altered. The lesson here is to recognize the repercussions of subsystem actions on other parts of the organization.

FALSE

Short Answer

The MARS model suggests that individual behaviour and performance are a function of ability, motivation, role perceptions, and situational factors. With respect to lateness, all four of these factors may be relevant.

Salespeople may be late for work because of incorrect role perceptions. Specifically, they might not know that they must show up at the office before visiting clients. Others may be late in the morning because they incorrectly believe they can do so after working late the previous day. (While both policies should be reviewed, the point here is that sales rep role perceptions may be inconsistent with the executive's expectations.)

Lateness may also occur because sales reps are not motivated to attend work. Perhaps there are stressful conditions at work or the jobs are not interesting to the people in those jobs. Similarly, there might be a "lateness culture" in which other employees support those who show up late. A third factor may be situational factors. In the short term, some employees might be late due to road construction, conflicts with family responsibilities, and so forth. This is usually a short-run explanation, however, because employees should be able to adjust their schedule in the longer term.

Ability is the least likely explanation for lateness. It would occur if an employee lacked the capacity to show up for work on time.

FALSE

TRUE

B

D

D

FALSE

TRUE

TRUE

E

TRUE

FALSE

C

FALSE

FALSE

Short Answer

1) The systematic research anchor states that OB knowledge should be based on systematic research, which typically involves forming research questions, systematically collecting data, and testing hypotheses against those data.

2) The practical orientation anchor states that organizational behaviour theories have the objective of being useful in organizations (not just interesting).

3) The multidisciplinary anchor states that organizational behaviour should welcome theories and knowledge in other disciplines, not just from its own isolated research base.

4) The contingency anchor states that organizational behaviour theories need to be sensitive to the idea that a particular action may have different consequences in different situations.

5) The multiple levels of analysis anchor states that OB events should be understood from three levels of analysis: individual, team, and organization.