

## CHAPTER 1

### *Introduction: Definitions and History*

## TEST BANK

### Multiple Choice Test Items

1. FACTUAL: What Is Industrial/Organizational Psychology? ANSWER: b

Industrial/organizational psychology is defined as

- a. the study of work in industry.
- b. the study of human behavior in work settings.
- c. a combination of management principles and work efficiency methods.
- d. the process of analyzing communication between managers and subordinates.

2. FACTUAL: The Science and Practice of Industrial/Organizational Psychology  
ANSWER: c

The scientific objective of I/O psychology involves

- a. applying psychological principles to observing work behavior.
- b. applying research results in attempts to improve work behavior.
- c. the study and understanding of all aspects of behavior at work.
- d. the discovery of general laws of human behavior.

3. FACTUAL: The Science and Practice of Industrial/Organizational Psychology  
ANSWER: b

The applied objective of I/O psychology involves

- a. examining and describing human work behavior.
- b. the application of psychological principles to work behavior.
- c. the discovery of general laws of human behavior.
- d. conducting research and publishing it in scientific journals.

4. FACTUAL: The Roots and Early History of Industrial/Organizational Psychology  
ANSWER: c

The engineer who is credited with stimulating the beginning of the field that would develop into I/O psychology is

- a. Hugo Munsterberg.
- b. Walter Dill Scott.
- c. Frederick W. Taylor.
- d. Elton Mayo.

5. CONCEPTUAL: The Roots and Early History of Industrial/Organizational Psychology  
ANSWER: b

An efficiency expert is studying jobs carefully, making detailed assessments of how long it takes workers to perform tasks. In all likelihood, the expert is using the scientific management method of

- a. ergonomics.
- b. time-and-motion studies.
- c. scientist-practitioner model.
- d. job specialization.

6. APPLICATION: The Roots and Early History of Industrial/Organizational Psychology  
ANSWER: d

Suppose that a manager wants to increase the output of a staff of word processors/typists. Which of the following strategies would be consistent with the principles of scientific management?

- a. Giving the typists pep talks every morning
- b. Instituting an Employee of the Month program
- c. Firing the least productive typists and hiring new ones
- d. Designing work stations that increase the efficiency with which workers can perform their jobs

7. CONCEPTUAL: The Roots and Early History of Industrial/Organizational Psychology  
ANSWER: c

One reason that scientific management is no longer as applicable in the workplace as it was at one time is that

- a. the standard of living has increased over the years.
- b. the theory is too broad to apply today.
- c. jobs today are more complex than they used to be.
- d. the principles do not apply to international businesses.

8. FACTUAL: The Great Depression Years and World War II ANSWER: a

In the famous Hawthorne studies, workers became more productive because

- a. they knew they were being observed.
- b. the lighting was increased.
- c. they were given longer rest breaks.
- d. they thought they would eventually be rewarded.

9. FACTUAL: The Great Depression Years and World War II ANSWER: d

A main proposition of the human relations movement is

- a. workers are motivated solely by money.
- b. achievement motivation is important in determining worker morale.
- c. workers in high-level positions are unlikely to be satisfied with their jobs.
- d. good interpersonal relationships among coworkers will lead to increased productivity.

10. CONCEPTUAL: The Great Depression Years and World War II ANSWER: c

According to Mayo, which workers are most likely to turn to the social environment of the work setting for motivation?

- a. Workers who are highly satisfied with the work itself
- b. Workers in high-level management positions
- c. Workers in repetitive or low-level positions
- d. All workers are equally likely to seek motivation in social relationships on the job

11. FACTUAL: The Great Depression Years and World War II ANSWER: a

World War II contributed greatly to the growth of I/O psychology through

- a. the need for state-of-the-art machinery.
- b. the death of many soldiers leading to dramatic shrinking of the workforce.
- c. the development of espionage devices.
- d. an increased focus on mental illnesses produced by warfare.

12. FACTUAL: The Great Depression Years and World War ANSWER: a

During the Cold War years, the defense industry triggered the development of \_\_\_\_\_ psychology, commonly referred to now as human factors psychology or ergonomics.

- a. engineering
- b. forensic
- c. clinical
- d. developmental

13. FACTUAL: The Great Depression Years and World War II ANSWER: d

A major event in the “modern era” of I/O psychology (1960s to 1990s) that had a major impact on employment decisions was

- a. the emergence of personality testing.
- b. the human relations movement.
- c. the cognitive explosion.
- d. civil rights legislation.

14. FACTUAL: Industrial/Organizational Psychology Today and in the Future  
ANSWER: b

Which of the following is NOT a major trend that is influencing the course of I/O psychology?

- a. Increasing diversity of the workforce
- b. Increase in the world’s population
- c. The changing nature of work
- d. Expanding focus on human resources

15. CONCEPTUAL: Industrial/Organizational Psychology Today and in the Future  
ANSWER: b

Which of the following recent strategies/trends is most consistent with Elton Mayo's thinking and the principles of the human relations movement?

- a. The trend toward virtual work groups that interact electronically
- b. The expanding focus on human resources
- c. The downsizing trend that makes for a smaller company workforce
- d. The increasing diversity of workers

16. FACTUAL: Industrial/Organizational Psychology Today and in the Future  
ANSWER: c

Which of the following is NOT a typical reason for organizational downsizing?

- a. Technological advancements eliminate jobs for people
- b. Reductions in the number of middle-level managers
- c. Decreasing globalization of business
- d. Fewer workers are required to do more work than before

17. FACTUAL: Industrial/Organizational Psychology Today and in the Future  
ANSWER: d

Which of the following is an outcome associated with organizational downsizing?

- a. Workers who remain become more loyal to the organization.
- b. There is a decrease in line workers, but an increase in management.
- c. Remaining workers are more motivated because they fear also losing their jobs.
- d. The organization is usually more efficient and more competitive.

18. FACTUAL: Industrial/Organizational Psychology Today and in the Future  
ANSWER: c

The major reason that organizations will need to give greater and greater attention to human resources in the future is

- a. employees do not want to work as hard as they once did.
- b. fewer people are going to college.
- c. there is a dwindling supply of truly skilled workers.
- d. employers are relying less on employee selection.