**Organizational Behavior**

**Homework 1**

**Chapter 1: What is Organizational Behavior?**

**Chapter 2: Diversity in Organizations**

 Following are 30 multiple choice, Open and True/False questions, each worth 3.3 points. Indicate the answer you think most correct.

**Chapter 1: What is Organizational Behaviour?**

1) What are the three primary determinants of behavior in organizations?

A) profit structure, organizational complexity, and job satisfaction

B) individuals, profit structure, and job satisfaction

C) individuals, groups, and job satisfaction

D) groups, structure, and profit structure

E) individuals, groups, and structure

2) Which of the following is not a core topic of organizational behavior?

A) motivation

B) attitude development

C) conflict

D) resource allocation

E) work design

3) Until the late 1980s, business school curricula emphasized the \_\_\_\_\_\_\_\_ aspects of management.

A) ethical

B) people

C) technical

D) human

E) global

4) Which of the following is not a reason why business schools have begun to include classes on organizational behavior?

A) to increase manager effectiveness in organizations

B) to help organizations attract top quality employees

C) to expand organizations' consulting needs

D) to improve retention of quality workers

E) to help increase organizations' profits

5) According to a recent large-scale survey, 58 percent of managers did not receive \_\_\_\_\_\_\_\_.

A) pay incentives

B) training

C) administrative support

D) insurance

E) office space

6) There is a connection between companies which have \_\_\_\_\_\_\_\_ and the incorporation of organizational behavior principles.

A) high turnover rates

B) specialized technical processes

C) superior financial performance

D) long-lasting CEOs

E) all of the above

7) \_\_\_\_\_\_\_\_ is the study of the impact that individuals, groups, and structure have on behavior within organizations.

A) Leadership

B) Organizational strategy

C) Performance management

D) Employee relations

E) Organizational behavior

8) According to Luthans, in addition to Traditional management roles, effective managers engage in all of the following activities except \_\_\_\_\_\_\_\_.

A) Human resource management

B) Networking

C) Communications

D) All of the above

E) None of the above

9) Navar is a manager at a mid-sized consulting first. Within his role, he is responsible for motivating those under him to go out and meet new clients. Which of the four managerial activities is Navar exhibiting?

A) Traditional management

B) Communication

C) Human resource management

D) Networking

E) Systems

10) On average, managers spend most of their time doing which managerial activity?

A) Traditional management

B) Communication

C) Human resource management

D) Networking

E) Systems

11) On average, managers spend the least amount of time doing which managerial activity?

A) Traditional management

B) Communication

C) Human resource management

D) Networking

E) Systems

12) According to Luthans, if you want to be a *successful* manager, your time would be best spent on which managerial activity?

A) Traditional management

B) Communication

C) Human resource management

D) Networking

E) Systems

13) According to Luthans, if you want to be a *successful* manager, your time would be best spent not focusing on which managerial activity?

A) Traditional management

B) Communication

C) Human resource management

D) Networking

E) Systems

14) According to Luthans, if you want to be an *effective* manager, your time would be best spent on which managerial activity?

A) Traditional management

B) Communication

C) Human resource management

D) Networking

E) Systems

15) Over the last three decades, business school curricula has focused more on the technical aspects of management such as economics, accounting, finance, and quantitative techniques, and less on subjects related to human behavior and people skills.

True False

**Chapter 2: Diversity in Organizations**

1) The two major forms of workforce diversity are \_\_\_\_\_\_\_\_ and \_\_\_\_\_\_\_\_.

A) surface-level diversity; deep-level diversity

B) surface-level diversity; lateral-level diversity

C) organizational-level diversity; individual-level diversity

D) lateral-level diversity; deep-level diversity

E) physical-level diversity; intellectual-level diversity

2) By 2020, it is expected that 25 percent of the working population will be \_\_\_\_\_\_\_\_.

A) Asian

B) over 55

C) black

D) female

E) under 30

3) Differences in characteristics like education, ethnicity, regional background, and gender form part of \_\_\_\_\_\_\_\_.

A) individual-level diversity

B) organizational-level diversity

C) lateral-level diversity

D) surface-level diversity

E) deep-level diversity

4) Differences in characteristics such as personality, values, and beliefs form part of \_\_\_\_\_\_\_\_.

A) surface-level diversity

B) deep-level diversity

C) lateral-level diversity

D) organizational-level diversity

E) individual-level diversity

5) While initial meetings may depend on surface-level diversity in making attempts to understand other individuals, studies show that after time \_\_\_\_\_\_\_\_ and \_\_\_\_\_\_\_\_ become more important to understanding the other individual.

A) stereotypes; assumptions

B) assumptions; judgments

C) values; personality

D) age; wisdom

E) gender; age

6) Which of the following statements is true regarding surface-level diversity?

A) Surface-level diversity will overcome fundamental differences and promote harmony.

B) Surface-level diversity can co-exist with deep-level diversity within an organization.

C) Surface-level diversity does not affect employees' perceptions.

D) Surface-level diversity, not thoughts and feelings, is mostly reflected in Demographics.

E) Surface-level diversity in the workforce can be eliminated by effective diversity management.

7) Diane and Clarke are two employees in an organization who recently started working together. Diane is an older, long-tenured woman raised in rural Kansas, who achieved her current level in the organization by starting as a high school graduate and working her way up the hierarchy. Clarke is a young, recently hired male college graduate with a business degree, raised in a Spanish-speaking neighborhood in Miami. However, both are deeply committed to their families, share a common way of thinking about important work problems, like to work collaboratively, and are interested in international assignments in the future. Which of the following describes the diversity between these two?

A) lateral-level diversity

B) deep-level diversity

C) surface-level diversity

D) individual-level diversity

E) hierarchical-level diversity

8) Demographics mostly reflect surface-level diversity and not deep-level diversity.

True False

9) Women now comprise over half of the American workforce.

True False

10) Differences in characteristics like education, financial status, ethnicity, regional background, and gender constitute surface-level diversity.

True False

11) Describe the characteristics of the United States workforce. Summarize the two major forms of workforce diversity.

12) The act of discriminating can be positively utilized in all of the following manners except \_\_\_\_\_\_\_\_.

A) hiring appropriate candidates

B) making promotional decisions

C) recognizing differences in skill sets

D) classifying members of a given race for marketing purposes

E) determining the direction of a strategic plan

13) Although discrimination has come under great legal and public scrutiny over the past years, still thousands of cases of discrimination occur every year. Which action would not be considered a form of discrimination?

A) exclusion

B) conflict

C) incivility

D) profiling

E) All are forms of discrimination.

14) Although diversity does present many opportunities for organizations, effective diversity management means also working to eliminate \_\_\_\_\_\_\_\_.

A) surface-level diversity

B) unfair discrimination

C) ethnic diversity

D) irrelevant biographical characteristics

E) discrepancies in employee performance

15) Which of the following is a type of discrimination that cannot be monitored or observed and may occur simply because the actor is not aware of the effects of their actions?

A) randomization

B) inclusion

C) company policy

D) exclusion

E) sexual harassment