



Management Psychology.d

- 1 I/O Psychology is a branch of psychology that ____ in the workplace.
- 2 I/O psychologists who are involved in _____ study and practice in such areas as employee selection, job analysis, and job evaluation.
- 3 The study of leadership is part of:
- 4 I/O Psychology first started about:
- 5 Which of the following is the reason for WHY a study obtains certain results?
- 6 If researchers have trouble forming a hypothesis, they:
- 7 Conducting a literature review means:
- 8 After organizational change has occurred, what is the first step in assessing the new culture?
- 9 The Harvard Business Review is an example of a:
- 10 What field research gains in _____ it loses in _____.
- 11 The gathering, analyzing, and structuring of information about a job's components, characteristics, and requirements is a process called:
- 12 The _____ is the process of determining the work activities and requirements, and the _____ is the written result.
- 13 Which of the following practical uses of job analysis may discover lapses in organizational communication?
- 14 Which of the following sections in a thorough job description can be used in help wanted advertisements, internal job posting, and company brochures?
- 15 Which of the following is another name for a job competency?
- 16 Which of the following is the most common method of conducting a job analysis?
- 17 The ____ is an excellent job analysis method for information about tools and equipment.





- 18) Which of the following job analysis techniques is NOT a good source of information about competencies?
- 19) The _____ is the job analysis method created by the federal government to replace the Dictionary of Occupational Titles (DOT).
- 20) The _____ is an excellent job analysis method for obtaining the physical abilities needed to perform a job.
- 21) _____ is the process of attracting people with the right qualifications to apply for the job.
- 22) An organization has difficulty getting enough qualified applicants from its existing employees to fill a vacant position. As a result, the organization seeks qualified applicants from outside the organization. This best exemplifies:
- 23) Based on the available research, which of the following recruitment strategies may enhance employee morale and motivation?
- 24) Which recruitment method is based on the same principles used to market products to consumers?
- 25) One of the concessionaires in Yellowstone National Park offers its employees a financial incentive for recommending applicants who are subsequently hired and remain on the job for a specific period of time. This BEST exemplifies:
- 26) The most commonly used method to select employees is:
- 27) Interview questions such as, “Why should I hire you” and “What college subjects do you like best” demonstrate which negative aspect of unstructured interviews?
- 28) In a structured interview, if an applicant gets a point for each part of an answer that taps a main point, she is being scored using the _____ approach.
- 29) Cover letters should never be longer than:
- 30) How many paragraphs does the typical cover letter contain?
- 31) _____ is the systematic acquisition of skills, rules, concepts, or attitudes that result in improved performance.
- 32) Conducting a _____ analysis is the first step in developing an employee training system.





- 33) Which of the following types of needs analysis has the purpose of determining factors that either facilitate or inhibit training effectiveness?
- 34) A task analysis conducted as part of a training needs assessment is made easier if:
- 35) Using _____ are perhaps the easiest method of person analysis.
- 36) The type of person analysis that yields in-depth answers about training needs and more clearly reveals employee feelings and attitudes is the _____.
- 37) Modeling is a very useful training method. Which of the following is NOT a characteristic of someone we would model?
- 38) Which training method allows trainees to experience working in many or all of the jobs in an organization, allows for greater flexibility in replacing absent workers, and helps improve job satisfaction?
- 39) Skill-based pay is primarily a(n) _____ method.
- 40) Giving employees a 100-item test after they complete a training program is an example of which of the following training evaluation criteria?
- 41) Organizational _____ is/are the formal system of task and job reporting relationships that determine(s) how employees use resources to achieve organizational goals.
- 42) _____ is the combination of skills, knowledge, machines, and computers that are used to produce and distribute goods and services.
- 43) Task _____ is the degree to which programmed solutions are available to people or functions to solve the problems they encounter.
- 44) _____ is the process by which managers decide how to divide tasks into a specific division of labor.
- 45) The goal of the job design process is to
- 46) _____ is increasing the number of different tasks in a given job by changing the division of labor.
- 47) _____ is the degree to which a position requires a worker to use a wide range of knowledge and abilities.
- 48) A(n) _____ culture develops an emphasis on close supervision and hierarchical authority.





- 49) A large, multidomestic organization recently adopted a geographic structure, with numerous divisions. What mechanism would best increase communication and coordination between divisions in this complex structure?
- 50) When designing an organizational structure in a business with high levels of uncertainty, a(n) _____ structure is best.
- 51) The statement "It's not fair to pay a bad employee the same amount of money as an excellent employee" exemplifies the need for accurate performance appraisals in:
- 52) Which of the following is the most important use of performance evaluation results?
- 53) Whereas supervisors see the _____ of an employees effort, peers often see the _____.
- 54) Which of the following performance appraisal evaluators is not common or well regarded by managers?
- 55) According to most research, subordinate feedback results in:
- 56) Self-appraisals of performance appear to be most accurate when the purpose of the self-appraisal is for:
- 57) According to your text, a performance appraisal instrument focuses on many areas. Which of the following is NOT one of the areas listed in your text?
- 58) Which of the following performance appraisal dimensions focuses on what an employee accomplishes?
- 59) An employee's attendance can be separated into several different criteria. According to your text, which of the following is NOT a criteria used to measure attendance?
- 60) The most common type of rating scale is the _____ scale.
- 61) _____ is the process by which a person exerts influence over others and inspires, motivates, and directs their activities.
- 62) _____ are those organization members who establish and implement procedures and processes to ensure smooth functioning and are accountable for goal accomplishment.
- 63) A servant leader is most likely to
- 64) Legitimate power





- 65) To be effective as a manager, one should use coercive power
- 66) _____ are the two basic leader behaviors identified by the behavior model of leadership.
- 67) _____ models propose that whether a leader who possesses certain traits or performs certain behaviors is effective depends on the situation or context.
- 68) According to the path-goal theory, achievement-oriented behaviors
- 69) Setting goals and assigning tasks are considered _____ behaviors in the context of path-goal theory.
- 70) A high level of _____ may help leaders develop a vision for their organizations, motivate their employees to commit to this vision, and energize them to enthusiastically work to achieve this vision.
- 71) A manager who asks such questions as "Why are we doing this?" and "How and when did we start doing this?" is:
- 72) Bill is required to complete five forms for every request he makes. Bill is upset because he considers these forms to be examples of a:
- 73) Which of the following would most likely say "If it's broke, I'll help fix it?"
- 74) According to Denton (1996), what is the first step in implementing change?
- 75) Which of the following is NOT a step in changing organizational culture?
- 76) According to Sherriton and Stern (1997), what is the fifth and final step in assessing the new culture following organizational change?
- 77) Survivors of layoffs:
- 78) To reduce misunderstandings about levels of control, _____ should be used.
- 79) Most companies that downsize:

