

Test Bank

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Essentials of Organizational Behavior

Sixteenth Edition

Robbins/Judge



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Essentials of Organizational Behavior, 16e (Robbins)
Chapter 1 What Is Organizational Behavior?

1) The impact of what three areas are investigated in the study of Organizational Behavior?

- 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

Answer: E

Explanation: OB investigates the impact that individuals, groups, and structures have on behavior within organizations.

Diff: 2

AACSB: Analytical Thinking

Quest. Category: Concept

LO: 1.1 Define organizational behavior (OB).

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

Answer: D

Explanation: OB includes the core topics of motivation, leader behavior and power, interpersonal communication, group structure and processes, personality, emotions, and values, attitude development and perception, change processes, conflict and negotiation, and work design. It does not include resource allocation.

Diff: 2

AACSB: Analytical Thinking

Quest. Category: Concept

LO: 1.1 Define organizational behavior (OB).

3) According to a study by Monster (a global employment company), the number one most frequently desired skill in applicants was _____.

- A) ethical
- B) technical
- C) communication
- D) computer
- E) accounting

Answer: C

Explanation: Monster mined data from nearly one million market-wide job postings to identify skills that were most often sought by employers. At the top of the list was communication skills. This was also reiterated by Jeff Weiner, the CEO of LinkedIn.

Diff: 1

AACSB: Analytical Thinking

Quest. Category: Concept

LO: 1.1 Define organizational behavior (OB).

4) According to a recent large-scale survey, 58% of managers did NOT receive _____.

- A) pay incentives
- B) training
- C) administrative support
- D) insurance
- E) office space

Answer: B

Explanation: Fifty-eight percent of managers reported they had not received any training and 25% admitted they were not ready to lead others when they were given the role.

Diff: 2

AACSB: Analytical Thinking

Quest. Category: Concept

LO: 1.1 Define organizational behavior (OB).

5) There is a connection between companies which have _____ and their attention to organizational behavior principles.

- A) high turnover rates
- B) specialized technical processes
- C) superior financial performance
- D) long-lasting CEOs
- E) both high turnover rates and long-lasting CEOs

Answer: C

Explanation: Companies such as Lululemon, the Boston Consulting Group, LinkedIn, Zoom Video, Google, Facebook, and Southwest Airlines all have incorporated the concepts of organizational behavior and attribute it to their ability to generate high financial outcomes.

Diff: 2

AACSB: Analytical Thinking

Quest. Category: Concept

LO: 1.1 Define organizational behavior (OB).

6) _____ 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

Answer: E

Explanation: Organizational behavior is the field of study that investigates the impact that individuals, groups, and structure have on behavior within organizations, for the purpose of applying such knowledge toward improving an organization's effectiveness.

Diff: 1

AACSB: Analytical Thinking

Quest. Category: Concept

LO: 1.1 Define organizational behavior (OB).

7) What are the four main activities managers engage in?

- A) Planning, budgeting, networking, hiring
- B) Planning, organizing, leading, controlling
- C) Controlling, innovating, hiring, quality control
- D) Monitoring, scheduling, fund raising, leading
- E) Interpersonal, informational, decisional, planning

Answer: B

Explanation: Managers' work can be categorized into four different activities: planning, organizing, leading, and controlling.

Diff: 2

AACSB: Analytical Thinking

Quest. Category: Concept

LO: 1.1 Define organizational behavior (OB).

8) The ultimate goal of organizational behavior is to _____.

- A) better understand management
- B) improve an organization's effectiveness
- C) balance diversity
- D) create boilerplates
- E) replace human resources

Answer: B

Explanation: OB studies the impact individuals, groups, and structure have on an organization with the ultimate goal of improving effectiveness.

Diff: 2

AACSB: Analytical Thinking

Quest. Category: Concept

LO: 1.1 Define organizational behavior (OB).

9) Which of the following is NOT a managerial activity that managers were engaged in, according to Luthans and associates?

- A) Human resource management
- B) Networking
- C) Communications
- D) Filing documents
- E) Traditional management

Answer: D

Explanation: In Luthans and associates' study of 450 managers, traditional management, communication, HR management, and networking were the four typical managerial activities. Filing documents was not one of them.

Diff: 2

AACSB: Analytical Thinking

Quest. Category: Concept

LO: 1.1 Define organizational behavior (OB).

10) Navar is a manager at a mid-sized consulting firm. Within Navar's role, Navar is responsible for interacting with the other departments in the organization and with both vendors and customers of the firm. Which of the four managerial activities is Navar exhibiting?

- A) Traditional management
- B) Communication
- C) Human resource management
- D) Networking
- E) Systems

Answer: D

Explanation: Socializing, politicking, and interacting with outsiders are all networking activities that managers do.

Diff: 3

AACSB: Interpersonal Relations and Teamwork

Quest. Category: Analytical

LO: 1.1 Define organizational behavior (OB).

11) 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

Answer: A

Explanation: Thirty-two percent of a manager's time is spent doing traditional activities.

Diff: 2

AACSB: Analytical Thinking

Quest. Category: Concept

LO: 1.1 Define organizational behavior (OB).

12) 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

Answer: D

Explanation: Nineteen percent of a manager's time is spent on networking.

Diff: 2

AACSB: Analytical Thinking

Quest. Category: Concept

LO: 1.1 Define organizational behavior (OB).

13) 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

Answer: D

Explanation: Networking has been shown to make the largest relative contribution to a manager's success.

Diff: 2

AACSB: Reflective Thinking

Quest. Category: Concept

LO: 1.1 Define organizational behavior (OB).

14) 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

Answer: C

Explanation: Focusing on human resource management has been shown to make the least relative contribution to a manager's success.

Diff: 2

AACSB: Reflective Thinking

Quest. Category: Concept

LO: 1.1 Define organizational behavior (OB).

15) According to Luthans, if you want to be an *effective* 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

Answer: D

Explanation: In Luthans and associates' study, networking made the least relative contribution for effective managers.

Diff: 2

AACSB: Reflective Thinking

Quest. Category: Concept

LO: 1.1 Define organizational behavior (OB).

16) Managers who explain their decisions and seek information from colleagues and employees tend to be less successful because they emphasize the negative.

Answer: FALSE

Explanation: Even if the information is negative, seeking input from others makes a manager more effective.

Diff: 1

AACSB: Analytical Thinking

Quest. Category: Concept

LO: 1.1 Define organizational behavior (OB).

17) Organizational behavior is essentially the study of "technical skills."

Answer: FALSE

Explanation: Organizational behavior is the study of what people do in an organization and how their behavior affects the organization's performance.

Diff: 1

AACSB: Analytical Thinking

Quest. Category: Concept

LO: 1.1 Define organizational behavior (OB).

18) Managers' work can be categorized into four different activities: planning, organizing, leading, and controlling.

Answer: TRUE

Explanation: A significant component of managerial positions/jobs includes the four main activities of planning, organizing, leading and controlling.

Diff: 1

AACSB: Analytical Thinking

Quest. Category: Concept

LO: 1.1 Define organizational behavior (OB).