

Exam

Name\_\_\_\_\_

MULTIPLE CHOICE. Choose the one alternative that best completes the statement or answers the question.

- 1) Long-term research with couples suggests that successful couples 1) \_\_\_\_\_
- A) say no frequently to each other.
  - B) make many mocking jokes about each other.
  - C) freely criticize each other.
  - D) look for ways to emphasize the positive.

Answer: D

Explanation: A)  
B)  
C)  
D)

- 2) Similar to the field of organization behavior, human relations. 2) \_\_\_\_\_
- A) provides ways to get information about people's private lives.
  - B) shows management how to get what they want from their employees.
  - C) studies individuals and groups in organizations.
  - D) applies specific techniques for dealing with all employees in the same way.

Answer: C

Explanation: A)  
B)  
C)  
D)

- 3) In the modern workplace, creativity is 3) \_\_\_\_\_
- A) expected most from people in technical positions.
  - B) less important because executives prefer not to take risks.
  - C) centralized into special departments like research and development.
  - D) expected from all type of workers.

Answer: D

Explanation: A)  
B)  
C)  
D)

- 4) A major purpose of feedback is to tell a person 4) \_\_\_\_\_
- A) how well he or she has performed.
  - B) when it is time to enhance self-esteem.
  - C) how well he or she communicates the true self.
  - D) the difference between right and wrong.

Answer: A

Explanation: A)  
B)  
C)  
D)

5) A basic premise of the model behind the Johari Window is that we can improve our personal and professional relationships through 5) \_\_\_\_\_

- A) peeking into the lives of people we admire.
- B) exploring windows of opportunity.
- C) looking into the future.
- D) understanding ourselves in depth.

Answer: D

Explanation: A)  
B)  
C)  
D)

6) Industrial humanism is widely practiced today through such things as 6) \_\_\_\_\_

- A) random drug testing.
- B) flexible work arrangements and benefits.
- C) threatening employees.
- D) requiring employees to divulge information about their personal lives.

Answer: B

Explanation: A)  
B)  
C)  
D)

7) An unsatisfying job often leads to 7) \_\_\_\_\_

- A) substantial stress for the job holder.
- B) an improvement in a marital relationship.
- C) major improvements in mental health.
- D) major improvements in physical health.

Answer: A

Explanation: A)  
B)  
C)  
D)

8) A study about the self-evaluation of college students found that the students 8) \_\_\_\_\_

- A) overrated their generosity in dealing with others.
- B) rated themselves highly only when surrounded by students they perceived to be inferior.
- C) were unwilling to help others did not fit their self-image.
- D) underrated their generosity in dealing with others.

Answer: A

Explanation: A)  
B)  
C)  
D)

- 9) An assumption of Theory X is that 9) \_\_\_\_\_
- A) the average person enjoys work.
  - B) employees do not value job security.
  - C) most employees must be coerced to work hard.
  - D) employees enjoy responsibility.

Answer: C

Explanation: A)  
B)  
C)  
D)

- 10) An assumption of Theory Y is that 10) \_\_\_\_\_
- A) threat of punishment is the best way to get effort from employees.
  - B) threat of punishment is not necessary to get effort from employees.
  - C) most employees are not capable of accepting responsibility.
  - D) commitment has no relationship to rewards.

Answer: B

Explanation: A)  
B)  
C)  
D)

- 11) Emile is studying human relations in college. One benefit Emile will likely gain is to improve his 11) \_\_\_\_\_
- A) sales forecasting techniques.
  - B) business process improvement techniques.
  - C) ability to manipulate others.
  - D) effectiveness in dealing with people.

Answer: D

Explanation: A)  
B)  
C)  
D)

- 12) A major implication of the Hawthorne study was 12) \_\_\_\_\_
- A) employees are more responsive to pressures from co-workers than to control by the boss.
  - B) employees are motivated by social needs.
  - C) employees desire rewarding on-the-job relationships.
  - D) all of the above.

Answer: D

Explanation: A)  
B)  
C)  
D)

- 13) The term *developmental opportunity* in a performance evaluation system refers to a(n) 13) \_\_\_\_\_  
A) area of needed improvement.  
B) chance to take over for the manager for awhile.  
C) area of outstanding strength.  
D) chance to get promoted.  
Answer: A  
Explanation: A)  
B)  
C)  
D)
- 14) With respect to accomplishing work, the modern workplace emphasizes 14) \_\_\_\_\_  
A) low expectations for personal productivity.  
B) not depending on others to accomplish work.  
C) conformity in thinking rather than creativity.  
D) teamwork and collaboration.  
Answer: D  
Explanation: A)  
B)  
C)  
D)
- 15) The focus of Frederick Taylor's theory of scientific management was on scientific methods to 15) \_\_\_\_\_  
A) improve products from companies.  
B) increase individual worker's productivity.  
C) make employees get along with each other.  
D) stop gossip in the workplace.  
Answer: B  
Explanation: A)  
B)  
C)  
D)
- 16) A cultural difference observed about self-evaluation is that 16) \_\_\_\_\_  
A) East Asians rarely think of improving themselves.  
B) North Americans tend to underestimate their abilities  
C) East Asians tend to overestimate their abilities.  
D) North Americans tend to overestimate their abilities.  
Answer: D  
Explanation: A)  
B)  
C)  
D)

- 17) Sherri wants to protect her position as an information technology specialist from being sent to another country. A recommended approach for Sherri is to 17) \_\_\_\_\_
- A) develop valuable personal contacts in accomplishing her work.
  - B) learn as much new software as feasible.
  - C) work a few extra hours per week.
  - D) volunteer for a pay cut.

Answer: A

Explanation: A)  
B)  
C)  
D)

- 18) Brain research suggests that the self 18) \_\_\_\_\_
- A) is located in the back of the brain.
  - B) begins to disappear as a person ages.
  - C) is located in the front of the brain.
  - D) is the sum of the brain's individual components.

Answer: D

Explanation: A)  
B)  
C)  
D)

- 19) The *blind area* in the Johari Window consists of information others 19) \_\_\_\_\_
- A) want to hide from us because it is so embarrassing.
  - B) use to make us feel defensive.
  - C) are aware of but we cannot see in ourselves.
  - D) cannot see but we are clearly aware of.

Answer: C

Explanation: A)  
B)  
C)  
D)

- 20) What the person is communicating about himself or herself is contained in the 20) \_\_\_\_\_
- A) private self.
  - B) overall self-concept.
  - C) self-knowledge questionnaire.
  - D) public self.

Answer: D

Explanation: A)  
B)  
C)  
D)

- 21) In the Hawthorne studies, worker productivity 21) \_\_\_\_\_  
A) increased with greater illumination but decreased with less illumination.  
B) increased with less illumination but decreased with greater illumination.  
C) decreased with both greater and less illumination.  
D) increased with both greater and less illumination.

Answer: D

Explanation: A)  
B)  
C)  
D)

- 22) The purpose of peer evaluation is for 22) \_\_\_\_\_  
A) supervisors to keep close tabs on workers.  
B) coworkers to contribute to the evaluation of each other.  
C) coworkers to assume responsibility for the evaluation of each other.  
D) workers to compete heavily with each other.

Answer: B

Explanation: A)  
B)  
C)  
D)

- 23) Company executive Julie believes that paying more attention to the human element in the work 23) \_\_\_\_\_  
place improves business because  
A) people work harder when they have greater control over their work environment.  
B) it can be used to manipulate customers.  
C) employees want everyone to be treated exactly the same in the workplace.  
D) it can be used to control employees.

Answer: A

Explanation: A)  
B)  
C)  
D)

- 24) From the standpoint of management, human relations is quite important because it contributes to 24) \_\_\_\_\_  
A) control over employees. B) organizational effectiveness.  
C) higher turnover of employees. D) uniformity among the workers.

Answer: B

Explanation: A)  
B)  
C)  
D)

- 25) Bill suffers from chronic job dissatisfaction. It is likely that 25) \_\_\_\_\_  
A) Bill's life satisfaction will be unaffected.  
B) Bill will get used to it.  
C) Bill's personal life satisfaction will improve.  
D) Bill's life satisfaction will begin to decline.

Answer: D

Explanation: A)  
B)  
C)  
D)

TRUE/FALSE. Write 'T' if the statement is true and 'F' if the statement is false.

- 26) Brain research suggests that the self is the sum of the brain's subsystems. 26) \_\_\_\_\_

Answer: ☒ True ☐ False

Explanation:

- 27) Information about people in general has limited value in improving self-understanding. 27) \_\_\_\_\_

Answer: ☐ True ☒ False

Explanation:

- 28) One way of minimizing self-evaluation traps is to search for honest and objective feedback from others to help in your evaluation. 28) \_\_\_\_\_

Answer: ☒ True ☐ False

Explanation:

- 29) Employee performance and behavior is influenced by only factors related to themselves and the job. Factors related to the organization and the manager have little effect on employee performance. 29) \_\_\_\_\_

Answer: ☐ True ☒ False

Explanation:

- 30) The development of cross-cultural skills has become less important as long as the worker knows how to use software that translates one language into another. 30) \_\_\_\_\_

Answer: ☐ True ☒ False

Explanation:

- 31) The hidden area of the Johari Window contains information known to us about ourselves but is hidden from others. 31) \_\_\_\_\_

Answer: ☒ True ☐ False

Explanation:

- 32) The human relations movement was supported by the philosophy of industrial humanism. 32) \_\_\_\_\_

Answer: ☒ True ☐ False

Explanation:

- 33) People who have a *silo mentality* want to stand out by cooperating fully with workers from other places in the company. 33) \_\_\_\_\_

Answer: ☐ True ☒ False

Explanation:

- 34) Nikki knows how to deal effectively with others and get things accomplished on the job, so it is likely she can use the same skills to enhance her personal life. 34) \_\_\_\_\_  
Answer: ☒ True ☐ False  
Explanation:
- 35) People who have low job satisfaction tend to live as long as those who have high job satisfaction. 35) \_\_\_\_\_  
Answer: ☐ True ☒ False  
Explanation:
- 36) One of the self-evaluation traps is that people tend to rely too heavily on the perceptions of others in forming their self-evaluation. 36) \_\_\_\_\_  
Answer: ☐ True ☒ False  
Explanation:
- 37) Scientific management proposed that all workers be paid the same, despite their level of productivity. 37) \_\_\_\_\_  
Answer: ☐ True ☒ False  
Explanation:
- 38) The purpose of human relations is to manipulate other people to your advantage. 38) \_\_\_\_\_  
Answer: ☐ True ☒ False  
Explanation:
- 39) In comparison to East Asians, North Americans tend to be quite modest when making self-evaluations. 39) \_\_\_\_\_  
Answer: ☐ True ☒ False  
Explanation:
- 40) Self-understanding is an important starting point in developing good human relations. 40) \_\_\_\_\_  
Answer: ☒ True ☐ False  
Explanation:
- 41) Feedback is any information that indicates the level of your performance. 41) \_\_\_\_\_  
Answer: ☒ True ☐ False  
Explanation:
- 42) The purpose of the Johari Window is to identify characteristics about yourself that others might think are strengths. 42) \_\_\_\_\_  
Answer: ☐ True ☒ False  
Explanation:
- 43) The private self is the most distorted version of the self. 43) \_\_\_\_\_  
Answer: ☐ True ☒ False  
Explanation:
- 44) Terry is terrified of talking in front of groups, even among coworkers. A developmental opportunity for Terry is to overcome his fear of public speaking. 44) \_\_\_\_\_  
Answer: ☒ True ☐ False  
Explanation:



- 45) A key Theory X assumption about human behavior is that the average employee enjoys work considerably, and looks for opportunities to contribute heavily to his or her employer. 45) \_\_\_\_\_  
Answer: True ☒ False  
Explanation:
- 46) Theory Y has prompted managers to grant more freedom to employees who are well-motivated and talented. 46) \_\_\_\_\_  
Answer: ☒ True False  
Explanation:
- 47) The virtual workplace increases the importance of being able to work well with people who you rarely ever see. 47) \_\_\_\_\_  
Answer: ☒ True False  
Explanation:
- 48) According to research, students tend to overestimate how generous and selfless they will be in dealing with others. 48) \_\_\_\_\_  
Answer: ☒ True False  
Explanation:
- 49) Human relations is the art of using systematic knowledge about human behavior to improve personal, job, and career effectiveness. 49) \_\_\_\_\_  
Answer: ☒ True False  
Explanation:

Answer Key

Testname: C1

- 1) D
- 2) C
- 3) D
- 4) A
- 5) D
- 6) B
- 7) A
- 8) A
- 9) C
- 10) B
- 11) D
- 12) D
- 13) A
- 14) D
- 15) B
- 16) D
- 17) A
- 18) D
- 19) C
- 20) D
- 21) D
- 22) B
- 23) A
- 24) B
- 25) D
- 26) TRUE
- 27) FALSE
- 28) TRUE
- 29) FALSE
- 30) FALSE
- 31) TRUE
- 32) TRUE
- 33) FALSE
- 34) TRUE
- 35) FALSE
- 36) FALSE
- 37) FALSE
- 38) FALSE
- 39) FALSE
- 40) TRUE
- 41) TRUE
- 42) FALSE
- 43) FALSE
- 44) TRUE
- 45) FALSE
- 46) TRUE
- 47) TRUE
- 48) TRUE
- 49) TRUE