**OB MOCK QUIZ Unit 3**

**MULTIPLE CHOICE**

1. Reducing anxiety and increasing personal safety are offered as reasons for joining a group by which of the

following theories?

a. Behaviorism c. Cognitive

b. Social facilitation d. Psychoanalysis

2. “It’s a mess! It’s just like the end of the world around here and we are just waiting for someone to come along

and save us. Sales are down, competitors are making in-roads on our market share and we have no ‘silver bullet’

to put an end to all these threats. Yes, everyone is loyal and we all have hope that things will turn around.

You know though, it’s not our fault. If customers were more informed, if the government really understood how its

regulations hurt us, and if our competitors played fair, we’d be on top again.”

1. club culture c. control culture
2. specialist culture d. fortress culture

3. According to the Ash studies, you are most likely to conform to group norms and decisions when:

a. decisions are public c. the group is diverse

b. others disagree with the group d. the group is small

4. Which of the factors below will promote group advancement through developmental stages yet also promote

the tendency toward groupthink?

1. Homogeneity of group members
2. Hostile environment
3. Clear goal
4. Adequate resources

5. An organization with an entrepreneurial emphasis that promotes risk taking and concentrates rewards on met

objectives is said to have a \_\_\_\_\_\_\_\_\_\_\_ culture.

1. Fortress
2. Club
3. Baseball team
4. Academy

6. A model of group development that describes group activity as passing through long stages of inertia and short stages of frenzied activity is:

1. Punctuated equilibrium model
2. Five-stage model
3. Round-Robin model
4. None of these

7. Ringelmann’s research on a rope-pulling task illustrated the effects of:

1. Social loafing
2. Social facilitation
3. Social learning
4. Socialism

8. Ways to decrease group cohesion include:

1. Reward on the basis of group instead of individual performance
2. Make the group smaller
3. Increase the time members spend together
4. Increase group member diversity

9. Which of the following describes an organizational culture that emphasizes mastery and competence and encourages the development of specialized knowledge to promote individual career advancement?

1. the club
2. the academy
3. the franchise
4. the society

10. Self-managed work teams generally:

1. take on the responsibilities of their former supervisors.
2. meet weekly to discuss ways of improving the quality and efficiency of production methods.
3. are made up of people from different departmental lines.
4. are made of people with different skills representing their different functional areas.

11. Instrumental values:

1. elaborate a firm’s mission statement.
2. facilitate understanding the key benchmarks that define firm success.
3. determining the terminal goals the organization intends to achieve.
4. deal specifically with firm human resource policies.

12. The organizational culture that can be likened to an arena of competition where rewards such as high

salaries, bonuses, and perks are lavished on the best performers:

a. baseball team c. academy

b. country club d. fortress

**TRUE/FALSE**:

13. Forms are strategy, structure, and processes that management adopts to align business with culture.

14. Diffusion of responsibility is akin to social loafing.

15. Social facilitation effects are most evident for well-learned behaviors.

16. Groupthink results in less critical analysis.

17. Groups usually make more risky decisions than individuals.

18. Task group membership can cut across different command groups.

19. ‘Process loss’ refers to the inefficiencies of group processes.

**MATCHING**:

1. Generous performance-based incentive systems a. academy culture
2. Skill-based pay b. baseball team culture
3. Requires a messiah or silver bullet to change its fortunes c. fortress culture
4. Netflix d. club culture

* Read! Write a one-page outline of each chapter.
* Share lecture notes with other students.
* Meet in small groups and review/quiz each other.
* Look for redundancies between text and lecture materials and emphasize these.
* Understand application of concepts!
* Quiz yourself and others by trying to generate examples of concepts at work.
* Pace yourself; spaced practice is much more effective than massed practice.
* Get a good night’s sleep; Better to get 8 hours of sleep than stay up 2 hours studying while tired.

See the next page for answers.

**ANSWERS**

1. D
2. D
3. A
4. A
5. C
6. A
7. A
8. D
9. B
10. A
11. A
12. A
13. T
14. T
15. T
16. T
17. T
18. T
19. T
20. B
21. A
22. C
23. B