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| |  |  | | --- | --- | | 1) | The key elements of leadership include all of the following **except** | |  | A) leaders-followers. | |  | B) influence. | |  | C) personality. | |  | D) change. | |  |
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| |  |  | | --- | --- | | 2) | The ability to understand others is | |  | A) strategic leadership. | |  | B) spirituality. | |  | C) social awareness | |  | D) social loafing. | |  |
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| |  |  | | --- | --- | | 3) | The ability to control disruptive emotions is | |  | A) servant leadership. | |  | B) social awareness | |  | C) self promotion. | |  | D) self management. | |  |
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| |  |  | | --- | --- | | 4) | Which of the following is **not**a Big Five personality dimension? | |  | A) adjustment | |  | B) attractiveness | |  | C) surgency | |  | D) agreeableness | |  |
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| |  |  | | --- | --- | | 5) | The \_\_\_\_\_\_ personality dimension includes traits related to self-control and how well one remains under pressure. | |  | A) adjustment | |  | B) surgency | |  | C) agreeableness | |  | D) conscientiousness | |  |
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| |  |  | | --- | --- | | 6) | Leadership and extraversion traits are part of | |  | A) strategic vision. | |  | B) surgency personality dimension. | |  | C) glass ceiling philosophy. | |  | D) stewardship. | |  |
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| |  |  | | --- | --- | | 7) | The combination of traits that classifies an individual's behavior is | |  | A) self awareness. | |  | B) personality. | |  | C) prejudice. | |  | D) politics. | |  |
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| |  |  | | --- | --- | | 8) | Which of the following statements regarding leaders and managers is **not**true? | |  | A) A manager always has the ability to influence others; a leader may not. | |  | B) All managers perform four major functions: planning, organizing, leading, and controlling. | |  | C) A manager has a formal title and authority. | |  | D) A leader may either be a manager or a nonmanager. | |  |
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| |  |  | | --- | --- | | 9) | The decisional leadership roles include all of the following **except** | |  | A) resource-allocator. | |  | B) spokesperson. | |  | C) entrepreneur. | |  | D) disturbance-handler. | |  |
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| |  |  | | --- | --- | | 10) | Which of the following is an example of a figurehead role? | |  | A) scheduling when employees will use material and equipment | |  | B) serving on committees with members from outside the organizational unit | |  | C) answering letters | |  | D) signing official documents | |  |
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| |  |  | | --- | --- | | 11) | Research has found that managers who had derailed tend to have | |  | A) worked too hard, then burned out. | |  | B) been overly ambitious. | |  | C) relied on only one contemporary leadership theory. | |  | D) displayed a lack of trust in their subordinates. | |  |
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| |  |  | | --- | --- | | 12) | Which of the following is **not**a major reason for executive derailment? | |  | A) They were viewed as being cold, aloof, and arrogant. | |  | B) They betrayed personal trust. | |  | C) They used a bullying style viewed as intimidating, insensitive, and abrasive. | |  | D) They undermanaged. | |  |
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| |  |  | | --- | --- | | 13) | The designing of a new performance evaluation system would be an example of which of the following managerial roles? | |  | A) entrepreneur | |  | B) interpersonal | |  | C) negotiator | |  | D) disturbance-handler | |  |
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| |  |  | | --- | --- | | 14) | A time plan for completing activities is called a(n) | |  | A) procedure. | |  | B) standard. | |  | C) schedule. | |  | D) operational plan. | |  |
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| |  |  | | --- | --- | | 15) | The managerial leadership skill that all leaders need to be successful is | |  | A) intrapersonal. | |  | B) decision-making. | |  | C) interpersonal. | |  | D) technical. | |  |
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| |  |  | | --- | --- | | 16) | What best describes the leader-follower relationship? | |  | A) The relationship is a one-way street. | |  | B) Leadership and followership merge and are linked concepts. | |  | C) It is based on the idea of 'one-man leadership'. | |  | D) Leadership is the same as followership. | |  |
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| |  |  | | --- | --- | | 17) | Emotional intelligence includes all of the following **except** | |  | A) self-concept. | |  | B) self-awareness. | |  | C) self-management. | |  | D) social awareness. | |  |
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| |  |  | | --- | --- | | 18) | Which of the following is **not**a trait of high conscientiousness? | |  | A) credibility | |  | B) conformity | |  | C) extraversion | |  | D) organization | |  |
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| |  |  | | --- | --- | | 19) | One of your employees, Gina, is low on job commitment and tends to engage in counterproductive behavior. She is likely low on the \_\_\_\_\_ trait of the conscientiousness dimension. | |  | A) flexibility | |  | B) extraversion | |  | C) emotional stability | |  | D) dependability | |  |
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| |  |  | | --- | --- | | 20) | Which of the following is **not**one of the contributions of behavioral leadership theory? | |  | A) The manager does not have to perform both production and people functions. | |  | B) Organizations need both production and people leadership. | |  | C) Task and relationship behavior tend to correlate strongly with subordinate performance. | |  | D) It led to the shift in paradigm to contingency leadership theory. | |  |
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| |  |  | | --- | --- | | 21) | Reward power is a form of \_\_\_\_\_\_ power. | |  | A) information | |  | B) position | |  | C) personal | |  | D) expert | |  |
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| |  |  | | --- | --- | | 22) | Through the motivation process, people go from | |  | A) need to motive to behavior to consequence to satisfaction or dissatisfaction. | |  | B) behavior to motive to need to consequence to satisfaction or dissatisfaction. | |  | C) motive to behavior to need to consequence to satisfaction or dissatisfaction. | |  | D) motive to need to behavior to consequence to satisfaction or dissatisfaction. | |  |
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| |  |  | | --- | --- | | 23) | Which of the following is **not**one of the four major assumptions that Abraham Maslow based his hierarchy of needs theory on? | |  | A) People's needs are arranged in order of importance going from basic to complex needs. | |  | B) People will not be motivated to satisfy a higher-level need unless the lower-level need(s) has been at least minimally satisfied. | |  | C) People have five classifications of needs. | |  | D) Both met and unmet needs motivate. | |  |
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| |  |  | | --- | --- | | 24) | The ability to work well with others is | |  | A) reinforcement theory. | |  | B) relationship management. | |  | C) reward power. | |  | D) reciprocity. | |  |
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| |  |  | | --- | --- | | 25) | Creating obligations and developing alliances, and using them to accomplish objectives is | |  | A) reinforcement theory. | |  | B) reward power. | |  | C) reciprocity. | |  | D) relationship management. | |  |
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| |  |  | | --- | --- | | 26) | The consultation influencing tactic is also known as | |  | A) coalition building. | |  | B) consultant power. | |  | C) participative management. | |  | D) group influencing. | |  |
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| |  |  | | --- | --- | | 27) | To get people in a good mood, the \_\_\_\_\_\_ influencing tactic may be used by being friendly and praising others before you ask them for what you want. | |  | A) personal appeals | |  | B) ingratiation | |  | C) inspirational appeals | |  | D) consultation | |  |
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| |  |  | | --- | --- | | 28) | Which of the following is **not**a step in the oral message-sending process? | |  | A) state your communication objective | |  | B) develop rapport | |  | C) check the receiver's commitment | |  | D) transmit your message | |  |
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| |  |  | | --- | --- | | 29) | The first step in the oral message-sending process is | |  | A) develop rapport. | |  | B) transmit your message. | |  | C) state your communication objective. | |  | D) check the receiver's understanding. | |  |
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| |  |  | | --- | --- | | 30) | \_\_\_\_\_\_ is the process of a leader communicating ideas, gaining acceptance of them, and motivating followers to support and implement the ideas through change. | |  | A) Leadership | |  | B) Guidance | |  | C) Management | |  | D) Influence | |  |
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| |  |  | | --- | --- | | 31) | The manager of a manufacturing plant is inaugurating a major quality initiative and is planning the announcement to the employees. She has considered the goal and mode of the message. What other issue should be considered in this planning? | |  | A) who should receive the message | |  | B) the timing of the message | |  | C) changing wording of the message for better audience acceptance | |  | D) whether to solicit feedback | |  |
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| |  |  | | --- | --- | | 32) | The process of conveying information and meaning is | |  | A) communication. | |  | B) organization. | |  | C) understanding. | |  | D) decoding. | |  |
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| |  |  | | --- | --- | | 33) | The oral message-sending process includes all of the following steps **except** | |  | A) translate the meaning of the message | |  | B) transmit your message. | |  | C) state your communication objective. | |  | D) develop rapport. | |  |
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| |  |  | | --- | --- | | 34) | The neutral third party who helps resolve a conflict is the | |  | A) negotiator. | |  | B) motivator. | |  | C) mediator. | |  | D) arbitrator. | |  |
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| |  |  | | --- | --- | | 35) | The richest channel of communication is | |  | A) in your own office. | |  | B) oral face-to-face. | |  | C) a memo. | |  | D) an e-mail. | |  |
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| |  |  | | --- | --- | | 36) | The leader-follower relationship represents the influence | |  | A) of the leader on the follower. | |  | B) between the leader and the follower. | |  | C) of the follower on the leader. | |  | D) of the leader on the group. | |  |
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| |  |  | | --- | --- | | 37) | Which of the following statements regarding in-groups and out-groups is **not** true? | |  | A) In-group followers routinely receive higher performance ratings than out-group followers. | |  | B) Out-group followers routinely show higher levels of turnover than in-group followers. | |  | C) In-group followers give more positive ratings when evaluating organizational climate than out-group followers. | |  | D) In-group followers do not require as much attention as out-group followers. | |  |
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| |  |  | | --- | --- | | 38) | Which of the following statements regarding groups and teams is true? | |  | A) The leadership style in a team tends to be very hierarchical. | |  | B) Groups focus on individual performance and goals. | |  | C) Group members have shared responsibilities. | |  | D) A team is characterized by a mentality of "what's in it for me." | |  |
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| |  |  | | --- | --- | | 39) | Receiving formal evaluations from many people is | |  | A) strategic vision. | |  | B) surgency. | |  | C) team accomplishment. | |  | D) 360-degree feedback. | |  |
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| |  |  | | --- | --- | | 40) | The type of follower who is high on involvement but low on critical thinking is the | |  | A) passive. | |  | B) conformist. | |  | C) alienated. | |  | D) pragmatic. | |  |
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| |  |  | | --- | --- | | 41) | When asked about her new boss, an employee says that, "The relationship is simpleâ€”he tells me what to do and I do it. I only get what support is deemed absolutely necessary to a project. If I think that the support is simply inadequate, I ask for more. However, the last time that I did that, he put someone else on the job." This employee is probably a(n) | |  | A) pragmatic follower | |  | B) out-group member | |  | C) lower-level employee | |  | D) proactive team member | |  |
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| |  |  | | --- | --- | | 42) | To build a real team, the leader should | |  | A) make sure everyone is competent. | |  | B) know follower expectations. | |  | C) form a relationship with each member. | |  | D) use the in-group to help. | |  |
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| |  |  | | --- | --- | | 43) | Which statement describes a team vs. a group? | |  | A) A team implies a sense of shared mission. | |  | B) A group implies a sense of collective responsibility. | |  | C) A team focuses on individual performance and goals. | |  | D) A team has individual responsibilities. | |  |
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| |  |  | | --- | --- | | 44) | \_\_\_\_\_\_ involves the creative cooperation of people working together to achieve something beyond the capacities of individuals working alone. | |  | A) Teamwork | |  | B) Team effectiveness | |  | C) Synergy | |  | D) Groupthink | |  |
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| |  |  | | --- | --- | | 45) | \_\_\_\_\_\_ is an understanding and commitment to group goals on the part of all team members. | |  | A) Goal Congruence | |  | B) Teamwork | |  | C) Team cohesion | |  | D) Social loafing | |  |
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| |  |  | | --- | --- | | 46) | Which of the following is **not**an advantage of teamwork? | |  | A) major errors are likely to be avoided | |  | B) a work environment is created that encourages people to become self-motivated | |  | C) an untrustworthy work environment is created | |  | D) being a member of a team makes it possible to satisfy more needs than if one worked alone | |  |
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| |  |  | | --- | --- | | 47) | One of the disadvantages of teamwork is that | |  | A) groupthink is discouraged. | |  | B) cohesiveness is created. | |  | C) situations can occur in which individuals perceive that the team impinges on their autonomy. | |  | D) teams become autonomous. | |  |
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| |  |  | | --- | --- | | 48) | Emerging trends in the current business environment that make crisis management especially important among the skills of leadership include | |  | A) the economic downturn. | |  | B) the overall desirability of learning about risk matrices. | |  | C) technological advances. | |  | D) the increase of workers working at home. | |  |
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| |  |  | | --- | --- | | 49) | The best way to mitigate the negative consequences of any crisis is by | |  | A) a pre-crisis plan. | |  | B) top management support. | |  | C) not making an issue of possible crisis. | |  | D) a capable and supportive staff of employees. | |  |
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| |  |  | | --- | --- | | 50) | An ambitious view of the future that everyone in the organization can believe in and that is not readily attainable, yet offers a future that is better in important ways than what exists now is | |  | A) stewardship. | |  | B) self management. | |  | C) futurist. | |  | D) a strategic vision. | |  |
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| |  |  | | --- | --- | | 51) | The organization's capability to identify major changes in the external environment and respond promptly is | |  | A) strategic leadership. | |  | B) strategic flexibility. | |  | C) strategic management. | |  | D) strategic focus. | |  |
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| |  |  | | --- | --- | | 52) | Pre-crisis planning entails all of the following components **except** | |  | A) analyzing the environment. | |  | B) assessing risk. | |  | C) creating a crisis response team. | |  | D) appointing a crisis leader. | |  |
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| |  |  | | --- | --- | | 53) | An organization faced a sudden crisis when it found that a major client was considering dropping the organization's services. A new employee agreed to work through the weekend in order to provide the client with improved services as leadership worked to save the relationship. What is a likely result of this episode? | |  | A) The employee will get more opportunities for responsibility. | |  | B) The employee will be reprimanded. | |  | C) Management will boast about the employee to the client. | |  | D) The employee will get a raise. | |  |
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| |  |  | | --- | --- | | 54) | An effective crisis management plan is one that includes all of the following **except** | |  | A) coordinated and controlled across levels and units of the organization. | |  | B) upgraded frequently. | |  | C) supported by training and periodic drill sessions. | |  | D) upgraded every 10 years. | |  |
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| |  |  | | --- | --- | | 55) | A low probability, high-impact event that threatens the viability of the organization and is characterized by ambiguity of cause, effect and means of resolution is the | |  | A) crisis. | |  | B) core competence. | |  | C) dynamics. | |  | D) equalizer. | |  |
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| |  |  | | --- | --- | | 56) | Strategic crisis leadership requires all of the following **except** | |  | A) integrating crisis management into the strategic management process so it remains a regular part of the overall strategy evaluation process | |  | B) using environmental monitoring techniques to identify events that could trigger crises in the future. | |  | C) identifying emerging patterns or trends in the regulatory environment, competitive landscape, and social environment | |  | D) establishing a culture that embraces crisis awareness and preparation as a way of life. | |  |
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| |  |  | | --- | --- | | 57) | Which of the following activities is **not**a primary duty of the crisis leader? | |  | A) requiring individuals or departments to keep logs of complaints or incidents | |  | B) coordinating the activities of the crisis management team to ensure that the members work well together | |  | C) monitoring customer and employee complaints and behavior | |  | D) consider all employee grievances as legitimate concerns | |  |
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| |  |  | | --- | --- | | 58) | Fear of new workplace processes is part of | |  | A) misplaced leadership. | |  | B) learning anxiety. | |  | C) discontinuous change. | |  | D) leadership anxiety. | |  |
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| |  |  | | --- | --- | | 59) | Pre-crisis planning | |  | A) is the best way to eliminate the negative consequences of a crisis. | |  | B) allows leaders and followers to make good decisions under low pressure circumstances. | |  | C) allows leaders and followers to make good decisions under severe pressure in the most difficult circumstances. | |  | D) allows leaders and followers to develop a mental detachment from the issue. | |  |
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| |  |  | | --- | --- | | 60) | The contingency leadership model variables include all of the following **except** | |  | A) the followers. | |  | B) the leader. | |  | C) the situation. | |  | D) the economy. | |  |
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| |  |  | | --- | --- | | 61) | Power based on the user's personal relationship with others is | |  | A) referent. | |  | B) reward. | |  | C) relationship. | |  | D) reinforcement. | |  |
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| |  |  | | --- | --- | | 62) | Power based on the user's ability to influence others with something of value to them is | |  | A) relationship power. | |  | B) referent power. | |  | C) reward power. | |  | D) reinforcement power. | |  |
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| |  |  | | --- | --- | | 63) | The Leadership Grid is based on two leadership dimensions called | |  | A) concern for profit and concern for productivity. | |  | B) concern for production and concern for people. | |  | C) concern for motivation and concern for productivity. | |  | D) concern for image and community service. | |  |
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| |  |  | | --- | --- | | 64) | The Leadership Grid identifies all of the following leadership styles **except**: | |  | A) authority-compliance. | |  | B) end-of-the road. | |  | C) country-club. | |  | D) impoverished. | |  |
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| |  |  | | --- | --- | | 65) | Today, more companies are looking for graduates with \_\_\_\_\_. | |  | A) international openness and flexibility. | |  | B) more collective responsibility. | |  | C) longer periods of employment. | |  | D) more holistic concern for employees. | |  |
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| |  |  | | --- | --- | | 66) | A leadership model | |  | A) is used when selecting the appropriate leadership style for a given situation. | |  | B) has practical value. | |  | C) explains the variable and leadership styles to be used in a given contingency situation. | |  | D) is an explanation of some aspect of leadership. | |  |
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| |  |  | | --- | --- | | 67) | According to a survey of recruiters, which of the following attributes isnot high in the rankings? | |  | A) analytical and problem-solving skills | |  | B) communication and interpersonal skills | |  | C) political savvy | |  | D) ability to work well in a team | |  |
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| |  |  | | --- | --- | | 68) | To be a successful leader, you need three managerial leadership skills, one of which is \_\_\_\_\_ skill and involves the ability to use methods and techniques to perform a task. | |  | A) team-related | |  | B) technical | |  | C) interpersonal | |  | D) decision-making | |  |
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| |  |  | | --- | --- | | 69) | The manager of an engineering consulting firm is extraverted and gets along well with others. In addition, she has managed multiple projects at a time, often under stressful circumstances, but she has still maintained her equanimity, and sees projects through to completion "with a firm hand." This manager is displaying | |  | A) conscientiousness and surgency. | |  | B) assertiveness single focus. | |  | C) openness to experience and surgency. | |  | D) surgency, agreeableness, and adjustment. | |  |
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| |  |  | | --- | --- | | 70) | Most employees are promoted to their first management position primarily because of their \_\_\_\_ skills. | |  | A) technical | |  | B) decision-making | |  | C) interpersonal | |  | D) team-related | |  |
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| |  |  | | --- | --- | | 71) | The \_\_\_\_ leadership model is used to determine if a person's leadership style is task- or relationship-oriented, and if the situation matches the leader's style to maximize performance. | |  | A) path-goal | |  | B) behavioral | |  | C) normative | |  | D) contingency | |  |
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| |  |  | | --- | --- | | 72) | The personality type that has a lively temperament is | |  | A) phlegmatic. | |  | B) choleric. | |  | C) melancholy. | |  | D) sanguine. | |  |
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| |  |  | | --- | --- | | 73) | The best leadership style for an emergency situation is | |  | A) democratic. | |  | B) autocratic. | |  | C) hands off. | |  | D) laissez faire. | |  |
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| |  |  | | --- | --- | | 74) | The process of blaming one's unethical behavior on others is | |  | A) distributed leadership. | |  | B) disregard or distortion of consequences. | |  | C) displacement of responsibility. | |  | D) diversity. | |  |
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| |  |  | | --- | --- | | 75) | Shirking of individual responsibility is also known as | |  | A) groupthink. | |  | B) social loafing. | |  | C) synergy. | |  | D) task facilitation. | |  |
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| |  |  | | --- | --- | | 76) | Social loafing is likely to result when | |  | A) there is a lack of motivation within the team. | |  | B) teams are extremely cohesive. | |  | C) individual-level performance appraisal occurs. | |  | D) individual effort is not recognized and assessed. | |  |
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| |  |  | | --- | --- | | 77) | You, as an employee and not a manager in your organization, can have \_\_\_\_\_\_ power. | |  | A) organizational | |  | B) personal | |  | C) earned | |  | D) position | |  |
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| |  |  | | --- | --- | | 78) | Most day-to-day manager-employee interactions are based on \_\_\_\_\_\_ power. | |  | A) legitimate | |  | B) referent | |  | C) coercive | |  | D) reward | |  |
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| |  |  | | --- | --- | | 79) | Leaders mostly use all of the following types of power to influence out-group members **except** | |  | A) referent power. | |  | B) coercive power. | |  | C) legitimate power. | |  | D) reward power. | |  |
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| |  |  | | --- | --- | | 80) | The process of developing relationships for the purpose of socializing and politicking is | |  | A) mediating. | |  | B) leading. | |  | C) negotiating. | |  | D) networking. | |  |
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| |  |  | | --- | --- | | 81) | Having employees assess their own performance is a part of | |  | A) conflict resolution. | |  | B) mentoring. | |  | C) coaching. | |  | D) analyzing. | |  |
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| |  |  | | --- | --- | | 82) | The form of coaching in which a more experienced manager helps a less experienced protege is | |  | A) delegating. | |  | B) networking. | |  | C) relegating. | |  | D) mentoring. | |  |
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| |  |  | | --- | --- | | 83) | The avoiding conflict style that results in unresolved conflict is the | |  | A) win-lose strategy. | |  | B) neutral strategy. | |  | C) win-win strategy. | |  | D) lose-lose strategy. | |  |
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| |  |  | | --- | --- | | 84) | The process in which two or more parties are in conflict and attempt to come to an agreement is | |  | A) remediation. | |  | B) organizing. | |  | C) networking. | |  | D) negotiating. | |  |
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| |  |  | | --- | --- | | 85) | The neutral third party who makes a binding decision to resolve a conflict is the | |  | A) mediator. | |  | B) arbitrator. | |  | C) consultant. | |  | D) negotiator. | |  |
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| |  |  | | --- | --- | | 86) | The leader who has concern for both production and people has the | |  | A) high-high leadership trait. | |  | B) low-high leadership trait. | |  | C) low-low leadership trait. | |  | D) high-low leadership trait. | |  |
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| |  |  | | --- | --- | | 87) | Leadership that transcends self-interest to serve the needs of others by helping them grow professionally and personally is | |  | A) survival. | |  | B) servant. | |  | C) strategic management. | |  | D) stewardship. | |  |
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| |  |  | | --- | --- | | 88) | The key to successful stewardship is based on all of the following values **except** | |  | A) effective listening. | |  | B) reward assumption. | |  | C) strong teamwork orientation. | |  | D) equality assumption. | |  |
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| |  |  | | --- | --- | | 89) | The situation that results from members of a cohesive group agreeing on a decision in order to maintain group goodwill is | |  | A) in-group. | |  | B) individualism | |  | C) leadership grid. | |  | D) groupthink. | |  |
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| |  |  | | --- | --- | | 90) | Which of the following is **not**a crisis with which organizations may need to respond? | |  | A) interoffice politics | |  | B) natural disasters | |  | C) executive misconduct | |  | D) terrorist attacks | |  |
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| |  |  | | --- | --- | | 91) | Group members' social relationships within and outside their groups and how these relationships affect group effectiveness is | |  | A) social exchange. | |  | B) group interaction. | |  | C) social capital. | |  | D) ingratiation. | |  |
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| |  |  | | --- | --- | | 92) | The process of gaining and using power is | |  | A) politics. | |  | B) power. | |  | C) prejudice. | |  | D) strategy. | |  |
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| |  |  | | --- | --- | | 93) | Charismatic leadership is seen as an extension of \_\_\_\_\_ theory. | |  | A) reinforcement | |  | B) contingency leadership | |  | C) attribution | |  | D) expectancy | |  |
|  | |
| |  |  | | --- | --- | | 94) | The Greek word charisma means | |  | A) "extraordinary quality." | |  | B) "exceptional ability." | |  | C) "attribute of wisdom." | |  | D) "divinely inspired gift." | |  |
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| |  |  | | --- | --- | | 95) | Which of the following is a function of culture? | |  | A) It sets the religious tone for the workplace. | |  | B) It results in strategic alignment. | |  | C) It helps the organization adapt to the external environment. | |  | D) It keeps diversity from becoming extreme. | |  |
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| |  |  | | --- | --- | | 96) | Which of the following is **not**a characteristic of a high-performance culture? | |  | A) intensely people oriented | |  | B) organizational conflict | |  | C) culture reinforcement tools | |  | D) results oriented | |  |
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| |  |  | | --- | --- | | 97) | Insular thinking is an attribute of a(n) \_\_\_\_\_\_ culture. | |  | A) bureaucratic | |  | B) high-performance | |  | C) adaptive | |  | D) low-performance | |  |
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| |  |  | | --- | --- | | 98) | Which of the following statements regarding culture is true? | |  | A) Culture is recognized as a source of competitive advantage. | |  | B) An organization's culture primarily determines the way that employees respond to one another and to its external and internal environments. | |  | C) Not every organization has a culture. | |  |
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| |  |  | | --- | --- | | 99) | The inclusion of all groups at all levels in an organization is | |  | A) group dynamics. | |  | B) the glass ceiling. | |  | C) ethnocentrism. | |  | D) diversity. | |  |
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| |  |  | | --- | --- | | 100) | Diversity training is most likely to be successful when it is | |  | A) a one-time event. | |  | B) conducted by existing members of an organization with experience in diversity. | |  | C) conducted by outside experts on diversity. | |  | D) an outgoing or repeated activity. | |  |
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| 1) | C |
| 2) | C |
| 3) | D |
| 4) | B |
| 5) | A |
| 6) | B |
| 7) | B |
| 8) | A |
| 9) | B |
| 10) | D |
| 11) | B |
| 12) | D |
| 13) | A |
| 14) | C |
| 15) | B |
| 16) | B |
| 17) | A |
| 18) | C |
| 19) | D |
| 20) | C |
| 21) | C |
| 22) | A |
| 23) | D |
| 24) | B |
| 25) | C |
| 26) | C |
| 27) | B |
| 28) | C |
| 29) | A |
| 30) | D |
| 31) | B |
| 32) | A |
| 33) | A |
| 34) | C |
| 35) | B |
| 36) | B |
| 37) | D |
| 38) | B |
| 39) | D |
| 40) | B |
| 41) | B |
| 42) | C |
| 43) | A |
| 44) | C |
| 45) | B |
| 46) | C |
| 47) | C |
| 48) | C |
| 49) | A |
| 50) | D |
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| 60) | D |
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| 65) | A |
| 66) | A |
| 67) | C |
| 68) | B |
| 69) | D |
| 70) | A |
| 71) | D |
| 72) | D |
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| 74) | C |
| 75) | B |
| 76) | D |
| 77) | B |
| 78) | A |
| 79) | A |
| 80) | D |
| 81) | C |
| 82) | D |
| 83) | D |
| 84) | D |
| 85) | B |
| 86) | A |
| 87) | B |
| 88) | A |
| 89) | D |
| 90) | A |
| 91) | C |
| 92) | A |
| 93) | C |
| 94) | D |
| 95) | C |
| 96) | B |
| 97) | D |
| 98) | A |
| 99) | D |
| 100) | D |