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| QN=1 | Formal groups are used to |
| a. | organize and distribute work |
| b. | work independently |
| c. | make things more clearly |
| d. | feel like family |
| ANSWER: | A |
| MARK: | 1.0 |
| UNIT: | 1 |
| LO: | 1 |
| MIX CHOICES: | Yes |

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| QN=2 | Team characteristics should include one of following factors  (các đặc điểm của nhóm nên bao gồm các nhân tố sau) |
| a. | Interaction : TƯƠNG TÁC |
| b. | Short-term relation : mqh ngắn hạn |
| c. | Act independently : hđ độc lập |
| d. | Unreacted members :thành viên ko tương tác |
| ANSWER: | A |
| MARK: | 1.0 |
| UNIT: | 1 |
| LO: | 1 |
| MIX CHOICES: | Yes |

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| QN=3 | When do you need to work alone? |
| a. | Highly complex tasks or problems : các nhiệm vụ vô cùng phức tạp |
| b. | Minimum discretion is required :yêu cầu ít SỰ QUYẾT ĐỊNH |
| c. | High level of choice and uncertainty : mức độ lựa chọn ko chắn chắn |
| f. | Decisions by consensus are essential :cần qđịnh thông qua sự đồng thuận |
| ANSWER: | B |
| MARK: | 1.0 |
| UNIT: | 1 |
| LO: | 1 |
| MIX CHOICES: | Yes |

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| QN=4 | How many people does “a span of control” structure averagely have in their team? |
| a. | 3 |
| b. | 5 |
| c. | 7 |
| d. | 10 |
| ANSWER: | B |
| MARK: | 1.0 |
| UNIT: | 1 |
| LO: | 1 |
| MIX CHOICES: | Yes |

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| QN=5 | Who do staffs report to in a matrix team? |
| a. | Single manager |
| b. | Different managers |
| c. | General manager |
| d. | CEO of the organization |
| ANSWER: | B |
| MARK: | 1.0 |
| UNIT: | 1 |
| LO: | 1 |
| MIX CHOICES: | Yes |

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| QN=6 | A team is called contract team if |
| a. | Team members have other duties to perform in their normal functional units |
| b. | Team retains their responsibility for both their daily work and project work |
| c. | Team members report to different managers |
| d. | Team is brought in from outside in order to do project work |
| ANSWER: | D |
| MARK: | 1.0 |
| UNIT: | 1 |
| LO: | 1 |
| MIX CHOICES: | Yes |

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| QN=7 | What is Social Value Orientation (SVO)? |
| a. | People prefer to organize and distribute work between themselves  (mn thích tổ chức và phân chia cv cho chính mình) |
| b. | People’s preferences when dividing resources between themselves and others (Mn ưu tiên chia sẻ tài nguyên và giữa chính họ và ngkhac ) |
| c. | People dislike others’ work and try to prove their outcome is much better  (Mn ko thích cv của người khác và cố gắng chứng minh kqua của mình tốt hơn ) |
| d. | People are not cooperative and tend to work alone |
| ANSWER: | B |
| MARK: | 1.0 |
| UNIT: | 1 |
| LO: | 1 |
| MIX CHOICES: | Yes |

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| QN=8 | Andrew is a good listener and he always tries to understand what people think and why people feel in their own way. Andrew has ability of |
| a. | empathy |
| b. | considerable skills |
| c. | caring |
| d. | interdependence |
| ANSWER: | A |
| MARK: | 1.0 |
| UNIT: | 1 |
| LO: | 1 |
| MIX CHOICES: | Yes |

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| QN=9 | Which one is the key component in cooperation? |
| a. | Honesty |
| b. | Hard working |
| c. | Generosity |
| d. | Trust |
| ANSWER: | D |
| MARK: | 1.0 |
| UNIT: | 1 |
| LO: | 1 |
| MIX CHOICES: | Yes |

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| QN=10 | What is one of disadvantages having large group? |
| a. | Overestimate their abilities |
| b. | Rank themselves above average |
| c. | More involvement |
| d. | Reduce communication |
| ANSWER: | D |
| MARK: | 1.0 |
| UNIT: | 1 |
| LO: | 1 |
| MIX CHOICES: | Yes |

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| QN=11 | Janet does not want to get involved in any disputes, discussion or conversations with her colleagues. She gets to work late and fails to show up at meetings as she wants to avoid any tasks may be assigned to her. However, she always wants to be apart of any success her team made. Economists call this kind of person is: |
| a. | Pretending |
| b. | Untrustworthy |
| c. | Dishonest |
| d. | Free rider problem (kẻ LỢI DỤNG) |
| ANSWER: | D |
| MARK: | 1.0 |
| UNIT: | 1 |
| LO: | 1 |
| MIX CHOICES: | Yes |

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| QN=12 | The need for self-evaluation experiment has shown that people come to know about themselves by |
| a. | having positive attitude in life |
| b. | comparing with others |
| c. | seeking happiness |
| d. | feeling complete |
| ANSWER: | B |
| MARK: | 1.0 |
| UNIT: | 1 |
| LO: | 2 |
| MIX CHOICES: | Yes |

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| QN=13 | Some people consider social norms (QUY TẮC ) and the opinions of others to help justify their own positions in life (là cách để xđ vị trí của mình trong csong), some others (trong khi những người khác ) consider\_\_\_\_\_to perform better. |
| a. | opinions and values |
| b. | performance and abilities |
| c. | opinions and values |
| d. | similarity and friendliness |
| ANSWER: | B |
| MARK: | 1.0 |
| UNIT: | 1 |
| LO: | 2 |
| MIX CHOICES: | Yes |

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| QN=14 | What are the two main factors in social comparison? |
| a. | Similarity and friendliness |
| b. | Openness and independence |
| c. | Relevance and similarity (tương đồng và liên quan ) |
| d. | Self-esteem and trustworthy |
| ANSWER: | C |
| MARK: | 1.0 |
| UNIT: | 1 |
| LO: | 2 |
| MIX CHOICES: | Yes |

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| QN=15 | When people can boost their own self-evaluations by comparing themselves to others ranked lower in a company, they are having |
| a. | life side effect |
| b. | bad behaviour |
| c. | self-enhanced effect (hiệu ứng tự tăng cường) |
| d. | self-evaluation maintenance |
| ANSWER: | C |
| MARK: | 1.0 |
| UNIT: | 1 |
| LO: | 2 |
| MIX CHOICES: | Yes |

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| QN=16 | What are the positive effects of upward comparison? |
| a. | Hope and inspiration |
| b. | Happy and gratitude (lòng biết ơn) |
| c. | Gratitude and scorn (khinh miệt) |
| d. | Dissatisfaction (sự bất mãn) |
| ANSWER: | A |
| MARK: | 1.0 |
| UNIT: | 1 |
| LO: | 2 |
| MIX CHOICES: | Yes |

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| QN=17 | What is the negative effect of downward comparison? |
| a. | Envy |
| b. | Dissatisfaction |
| c. | Scorn : khinh bỉ |
| d. | Pessimistic: tiêu cực |
| ANSWER: | C |
| MARK: | 1.0 |
| UNIT: | 1 |
| LO: | 2 |
| MIX CHOICES: | Yes |

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| QN=18 | Social comparison can lead to |
| a. | impacts on self-esteem, feeling of victory, feeling of humbleness |
| b. | impacts on self-esteem(tự trọng), feeling of envy, feeling of regret |
| c. | impacts on self-esteem, feeling of love, feeling of being superior |
| d. | Impacts on self-satisfaction, self-esteem, feeling of loser |
| ANSWER: | B |
| MARK: | 1.0 |
| UNIT: | 1 |
| LO: | 2 |
| MIX CHOICES: | Yes |

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| QN=19 | The SEM model suggests that managers may prefer sub optimal (ko TỐI ƯU) candidates because these candidates are not likely to  => Thái độ quan trọng hơn trình độ |
| a. | be more competitive |
| b. | seek for opinions |
| c. | compare themselves to others |
| d. | threaten the managers’ position |
| ANSWER: | D |
| MARK: | 1.0 |
| UNIT: | 1 |
| LO: | 2 |
| MIX CHOICES: | Yes |

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| QN=20 | What is groupthink? |
| a. | Group members are incapable of making a rational decision |
| b. | Group members share same thought in a specific topic |
| c. | Group members want to be alike in everything |
| d. | Group members decide to support each other |
| ANSWER: | A |
| MARK: | 1.0 |
| UNIT: | 1 |
| LO: | 2 |
| MIX CHOICES: | Yes |

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| QN=21 | People who consider upward comparison as a threat, have |
| a. | negative mindset |
| b. | growth mindset => năng động , sáng tạo |
| c. | fixed mindset => *bảo thủ, ko thể bước ra khỏi vùng an toàn* |
| d. | jealous feelings |
| ANSWER: | C |
| MARK: | 1.0 |
| UNIT: | 1 |
| LO: | 2 |
| MIX CHOICES: | Yes |

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| QN=22 | When the number of comparison targets increase, social comparison tends to |
| a. | increase |
| b. | remain the same |
| c. | be distorted |
| d. | decrease |
| ANSWER: | D |
| MARK: | 1.0 |
| UNIT: | 1 |
| LO: | 2 |
| MIX CHOICES: | Yes |

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| QN=23 | People *usually compare with friends or co-workers* than they are to industry or national averages, what is this comparison called in ***situational factors***? |
| a. | Number |
| b. | Local |
| c. | Proximity to a standard |
| d. | Self-relevant |
| ANSWER: | B |
| MARK: | 1.0 |
| UNIT: | 1 |
| LO: | 2 |
| MIX CHOICES: | Yes |

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| QN=24 | One of the key findings in the Dunning-Kruger effect experiments is ***unskilled*** people are |
| a. | always satisfied with results |
| b. | often jealous with others |
| c. | unrewarded and biased(ko nhất quán) |
| d. | overconfident with results |
| ANSWER: | D |
| MARK: | 1.0 |
| UNIT: | 1 |
| LO: | 2 |
| MIX CHOICES: | Yes |

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| QN=25 | One of the key findings in the Dunning-Kruger effect experiments ***is top performers*** tend to |
| a. | overestimate their skills |
| b. | rank themselves above average |
| c. | underestimate their skills |
| d. | always satisfied with results |
| ANSWER: | C |
| MARK: | 1.0 |
| UNIT: | 1 |
| LO: | 2 |
| MIX CHOICES: | Yes |

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| QN=26 | In group decision making process, if there are more people agree on certain point of view, we may consider the fact that the group has |
| a. | complete agreement |
| b. | group polarization |
| c. | group sharing knowledge |
| d. | All resources are mobilized |
| ANSWER: | B |
| MARK: | 1.0 |
| UNIT: | 1 |
| LO: | 2 |
| MIX CHOICES: | Yes |

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| QN=27 | People can claim that they can live independently and separately but they actually have |
| a. | a need to belong |
| b. | a need to be included |
| c. | a need to talk to someone |
| d. | None of these correct |
| ANSWER: | A |
| MARK: | 1.0 |
| UNIT: | 1 |
| LO: | 2 |
| MIX CHOICES: | Yes |

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| QN=28 | Groups not only satisfy need to belong, but also provide information, assistance and |
| a. | developed Skills |
| b. | better Communication |
| c. | social support |
| d. | motivation |
| ANSWER: | C |
| MARK: | 1.0 |
| UNIT: | 1 |
| LO: | 2 |
| MIX CHOICES: | Yes |

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| QN=29 | The psychological significance of groups include the need to belong, identity and membership, evolutionary advantages of group living and |
| a. | respect in groups |
| b. | affiliation in groups : sự gắn kết |
| c. | ~~trust in groups~~ |
| d. | interdependence in groups |
| ANSWER: | C |
| MARK: | 1.0 |
| UNIT: | 1 |
| LO: | 2 |
| MIX CHOICES: | Yes |

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| QN=30 | What is the main advantage of social facilitation(sự lao động xh)? |
| a. | Feel better |
| b. | Perform tasks improved (cải thiện cv) |
| c. | Work more independently |
| d. | Have high chance of promotion |
| ANSWER: | B |
| MARK: | 1.0 |
| UNIT: | 1 |
| LO: | 2 |
| MIX CHOICES: | Yes |

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| QN=31 | Which situation below is considered social loafing (lười làm việc xh)? |
| a. | A single student works alone on a paper |
| b. | A student does all the group homework |
| c. | Three students work on homework together |
| d. | The whole group equally work hard on group assignment |
| ANSWER: | B |
| MARK: | 1.0 |
| UNIT: | 1 |
| LO: | 2 |
| MIX CHOICES: | Yes |

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| QN=32 | Four group level factors that combine to cause groupthink are |
| a. | Cohesion(gắn kết), isolation(cô lập), biased leadership(lãnh đạo THIÊN VỊ), decisional stress(ÁP LỰC RA QĐỊNH) |
| b. | cohesion, isolation, discouragement, biased leadership |
| c. | cohesion, isolation, decisional stress, aggressiveness |
| d. | isolation, biased leadership, aggressiveness, discouragement |
| ANSWER: | A |
| MARK: | 1.0 |
| UNIT: | 1 |
| LO: | 2 |
| MIX CHOICES: | Yes |

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| QN=33 | Why is making group decision better than making individual decision? |
| a. | More objective evaluation |
| b. | Team members feel encouraged to do so |
| c. | No one left behind the process |
| d. | Group decision is inferior to an individual decision |
| ANSWER: | A |
| MARK: | 1.0 |
| UNIT: | 1 |
| LO: | 2 |
| MIX CHOICES: | Yes |

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| QN=34 | You start planning a proposal by |
| a. | determining the factors. |
| b. | determining the solutions. |
| c. | scheduling the study. |
| d. | stating the problem. |
| ANSWER: | D |
| MARK: | 1 |
| UNIT: | 6 |
| LO: | 4 |
| MIX CHOICES: | Yes |

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| QN=35 | The most important section of a proposal is the |
| a. | cost |
| b. | solution |
| c. | purpose statement |
| d. | background |
| ANSWER: | B |
| MARK: | 1 |
| UNIT: | 6 |
| LO: | 4 |
| MIX CHOICES: | Yes |

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| QN=36 | Which of the following is NOT a strategy to avoid the occurrence of Groupthink? |
| a. | Appointing devils' advocates in discussions(Chỉ định người đại diện cho quan điểm đối lập trong cuộc thảo luận ) |
| b. | Using outside experts (Sử dụng chuyên gia bên ngoài) |
| c. | Having a charismatic(QUYẾN RŨ) leader of the group |
| d. | Allocating different groups for different tasks(phân chia các nvu cho các nhóm khác nhau) |
| ANSWER: | C |
| MARK: | 1.0 |
| UNIT: | 1 |
| LO: | 2 |
| MIX CHOICES: | Yes |

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| QN=37 | Which of the following is NOT a negative outcomes of Groupthink occurring? |
| a. | **Not** examining alternatives (ko xem xét các phương án thay thế) |
| b. | **No** contingency plans (không có hoạch định dự phòng) |
| c. | **Not** seeking expert opinion (ko tìm kiếm ý kiến của chuyên gia) |
| d. | Needing to seek outside expertise (**tìm kiếm** chuyên gia bên ngoài) |
| ANSWER: | D |
| MARK: | 1.0 |
| UNIT: | 1 |
| LO: | 2 |
| MIX CHOICES: | Yes |

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| QN=38 | Which age group is often characterized by the tendency to rethink decisions and lean toward more permanent choices? |
| a. | 12-17 |
| b. | 18–26 |
| c. | 27–31 |
| d. | 32–42 |
| ANSWER: | C |
| MARK: | 1.0 |
| UNIT: | 1 |
| LO: | 2 |
| MIX CHOICES: | Yes |

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| QN=39 | What kind of students has been shown by research to stay in college longer, be more goal focused and motivated(có mục tiêu và động cơ cao), and have a more satisfying and fulfilling college experience(có trải nghiệm thỏa mãn và đầy đủ hơn)? |
| a. | Students who have good social relationships |
| b. | Students who have excellent leadership skills |
| c. | Students who show great passsion for the subjects they are studying |
| d. | Students who get involved in career-planning activities early |
| ANSWER: | D |
| MARK: | 1.0 |
| UNIT: | 1 |
| LO: | 2 |
| MIX CHOICES: | Yes |

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| QN=40 | One of the three categories of social value orientation (SVO) is? |
| a. | Incompetent: thiếu năng lực |
| b. | Cooperative : hợp tác |
| c. | Obsessive :quan sát, chú trọng |
| d. | Generous |
| ANSWER: | B |
| MARK: | 1.0 |
| UNIT: | 1 |
| LO: | 1 |
| MIX CHOICES: | Yes |