**Test Key**

**S.L.I.Z. Micro Course 4: Management of Sport Organizations**

**Test Details:** Learners will answer 20 questions randomly pulled from the following list. Learners are required to answer 80% correct in order to pass this microcourse.

**Title:** Micro Course 3 Test

**Description:** This test is designed to assess your understanding of the key concepts and skills covered throughout the course. It consists of a mix of multiple-choice and true/false questions. Successful completion will indicate that you have mastered the key principles from the Micro Course 3.

**Time:** [insert time to complete]

**Grading:** Passing with 80% correct.

**Attempts:** [Insert attempts available]

1. What makes sport consumers different from traditional consumers?

a) They only purchase sports products during events

b) They have emotional connections with teams and athletes

c) They base their purchasing decisions purely on price

d) They are not brand loyal

**Answer: B**

2. Organizational Theory (OT) focuses on actions that occur inside the organizations that are explained by these two theories

A. Gritt and Innovation theory

B. Authenticity and Gritt theory

C. Resource Dependency and Institutional theory

D. Positive Behavior and Psychological Capital theory

**Answer: B**

3. Which of the following statements best relate to Resource Dependency Theory

A. Organizations need to appear legitimate.

B. Organizations operate in a closed system.

C. Organizations need to acquire resources for survival.

D. Organizations replicate successful practices

4. Organizational Behavior (OB) is concerned with the micro-environment of organizations

A. True

B. False

**Answer: B**

5. Organizations operate in the “closed systems” because they are not affected by the environment.

A. True

B. False

**Answer: B**

6. What does Organizational Behavior (OB) primarily focus on?

A. Overall organizational strategy

B. Employee behaviors and attitudes

C. Financial management

D. Marketing and sales

**Answer: B**

7. Why is understanding employee concerns and motivations important in sport organizations?

A. To increase ticket sales

B. To improve organizational functioning

C. To expand marketing campaigns

D. To reduce costs

**Answer: B**

8. What does "Hope" mean in Psychological Capital?

A. Confidence in abilities

B. Ability to bounce back from failure

C. Positive explanations of outcomes

D. Planning to meet goals and goal-directed energy

**Answer: B**

9. The term "Efficacy" in Psychological Capital means:

A. Conviction about one’s abilities to complete tasks

B. Resilience to adversity

C. General optimism about life

D. Planning pathways for goals

**Answer: B**

10. Which of the following is NOT part of the HERO model?

A. Hope

B. Empathy

C. Resilience

D. Optimism

**Answer: B**

11. What does Micro Perspective focus in organizational management?

A. External environment of the organization

B. Individual employee behaviors and interactions

C. Financial resource management

D. Global sport trends

**Answer: B**

12. What theory argues that organizations depend on resources to survive and that those with the most resources have the most power?

A. Institutional Theory

B. Open Systems Theory

C. Resource Dependency Theory

D. Psychological Capital Theory

**Answer: B**

13. Which of the following could be considered a resource in a football club?

A. Stadium facilities

B. Fans and supporters

C. Players and coaches

D. All of the above

**Answer: B**

14. Institutional Theory focuses on:

A. Resource allocation

B. Marketing strategies

C. Employee motivation

D. Legitimacy and conforming to norms

**Answer: B**

15. What does legitimacy mean in organizational theory?

A. Strict adherence only to written rules

B. Following both explicit rules and social norms

C. Having the most financial resources

D. Achieving the highest sales figures

**Answer: B**

16. Why is legitimacy considered a vital intangible resource?

A. Because it increases financial profit immediately

B. Because it guarantees winning games

C. Because it influences an organization’s survival and public trust

D. Because it reduces the number of employees needed

**Answer: B**

17. What does Open Systems Theory describe?

A. Organizations as isolated entities

B. Organizations interacting with their environment through inputs, throughputs, and outputs

C. The financial planning of an organization

D. The marketing approach of a sports team

**Answer: B**

18. Which of the following is an example of an individual factor in organizational behavior?

A. Personal values

B. Team building

C. Leadership within a group

D. Organizational structure

**Answer: B**

19. Which of the following best describes the macro perspective in the management of sport organizations?

A. Focusing on athlete performance and wellness within a team

B. Emphasizing the interactions among staff members inside a club

C. Examining how external resources and influences impact the organization

D. Understanding player motivation and coaching strategies

**Answer: B**

20. A newly hired strength and conditioning coach for a professional basketball team consistently maintains high energy and a positive attitude, even during losing streaks. Which factor is most likely contributing to their resilience and motivation?

A. Knowledge of opposing team tactics

B. Emotional disposition and personal motivation

C. Access to the latest fitness equipment

D. Frequent praise from social media followers

**Answer: B**

21. A communications assistant working for Zimbabwe Gymnastics becomes increasingly anxious before staff meetings and often avoids offering input, despite having valuable ideas. Which factor is most likely influencing this behavior?

A. Limited access to meeting agendas

B. Low self-confidence and high stress levels

C. Disagreement with the organization's mission

D. A preference for written over spoken communication

**Answer: B**

22. What is the primary purpose of an organizational structure in a sport organization?

A. To increase informal communication

B. To determine who should be hired

C. To define roles, responsibilities, and reporting relationships

D. To promote competition among employees

**Answer: B**

23. Why is formalization important in large sport organizations like FIFA or the IOC?

A. It reduces employee flexibility

B. It ensures consistency, accountability, and transparency

C. It increases bureaucracy without any benefit

D. It limits the role of lower-level staff

**Answer: B**

24. Which of the following best illustrates a tall organizational structure?

A. A grassroots sport club with three volunteers

B. A single coach managing all aspects of a local youth team

C. The Tokyo 2020 Olympic Organizing Committee

D. A neighborhood fitness startup

**Answer: B**

25. Departmentalization is used to:

A. Group tasks and roles for better workflow and communication

B. Hire more employees

C. Improve marketing strategies

D. Eliminate unnecessary departments

**Answer: B**

26. In a network structure, such as Red Bull’s sports division, organizations:

A. Eliminate all management layers

B. Centralize all decisions under one board

C. Avoid working with external agencies

D. Operate through partnerships and share resources across entities

**Answer: B**

27. What distinguishes specialization in a highly structured organization like a National Olympic Committee (NOC)?

A. Every employee handles multiple unrelated tasks

B. Tasks and roles are broadly defined

C. Roles are narrowly defined with clear task boundaries

D. There is no need for formal role descriptions

**Answer: B**

28. Which of the following is an example of centralization in a sport organization?

A. Volunteers at a local club choosing their own tasks

B. Coaches voting on financial policies

C. Athletes determining marketing campaigns

D. A CEO approving all strategic plans and high-level budgets

**Answer: B**

29. A key characteristic of a divisionalized structure is:

A. One person oversees all decisions and operations

B. The absence of specialized departments

C. Operations split into semi-autonomous units under central leadership

D. Flat authority distribution across all employees

**Answer: B**

30. Span of control is the number of employees who report to a manager.

A. True

B. False

**Answer: B**

31. Which of the following best describes formal communication in a sport organization?

A. Gossip shared among athletes

B. A casual conversation between two assistant coaches

C. An official memo from the athletic director about new policies

D. A text message between players about practice times

**Answer: B**

32. What is a key benefit of informal communication in sport organizations?

A. It can uncover useful information through casual interactions

B. It ensures policy compliance

C. It replaces the need for formal channels

D. It guarantees accurate data sharing

**Answer: B**

33. Downward communication flows:

A. From subordinates to top management

B. From higher to lower levels in the organization

C. From athletes to coaches

D. Between individuals at the same level

**Answer: B**

34. Which of the following is an example of upward communication?

A. A coach assigning roles to assistant coaches

B. The president of a club announcing new sponsorship deals

C. A head coach informing management of athlete concerns

D. A team manager sharing new rules with players

**Answer: B**

35. Why is upward communication important in sport organizations?

A. It allows management to distribute tasks

B. It promotes informal conversations

C. It replaces formal reporting

D. It allows staff to provide feedback and raise concerns

**Answer: B**

36. Which of the following is an example of horizontal communication?

A. The club president speaking to the marketing manager

B. A player asking the coach about practice

C. The head coach sending instructions to athletes

D. Two department heads coordinating a joint event

**Answer: B**

37. Informal communication should be:

A. Ignored as it is unofficial

B. Replaced with more rules

C. Verified through official channels

D. Used to spread all critical announcements

**Answer: B**

38. Avoiding organizational change can lead to:

A. Organizational failure

B. Higher employee morale

C. Greater stability in the long term

D. Increased investment opportunities

**Answer: B**

39. Which type of change is described as “inevitable or predictable”?

A. Incremental change

B. Forced change

C. Expected change

D. Revolutionary change

**Answer: B**

40. What is a primary characteristic of forced change?

A. It results from a strategic plan.

B. It evolves slowly over time.

C. It is always based on innovation.

D. It is driven by external pressure.

**Answer: B**

41. The NBA’s creation of the “Bubble” during the COVID-19 pandemic is an example of which type of change?

A. Incremental change

B. Expected change

C. Evolutionary change

D. Forced change

**Answer: B**

42. Which type of change is defined by slow, long-term adaptation to societal or economic trends?

A. Revolutionary change

B. Evolutionary change

C. Forced change

D. Incremental change

**Answer: B**

43. Revolutionary change is typically:

A. Gradual and unplanned

B. Slow and strategic

C. Sudden and disruptive

D. Legal and regulatory

**Answer: B**

44. The increasing use of self-service kiosks in stadiums is an example of:

A. Revolutionary change

B. Incremental change

C. Expected change

D. Evolutionary change

**Answer: B**

45. What is the first stage in Lussier’s model of the individual change process?

A. Resistance

B. Denial

C. Commitment

D. Exploration

**Answer: B**

46. According to Lussier’s model of change, which stage involves people starting to explore what change means for them?

A. Exploration

B. Denial

C. Commitment

D. Resistance

**Answer: B**

47. What major factor distinguishes incremental change from revolutionary change?

A. Incremental change involves external pressure.

B. Revolutionary change involves gradual improvement.

C. Incremental change occurs slowly over time.

D. Revolutionary change is driven by long-term goals.

**Answer: B**

48. According to class notes, what is a key reason people resist change?

A. A fear of making the organization less efficient

B. A desire to keep traditional practices

C. Feelings of anxiety, discomfort, and potential job loss

D. A need for more work and responsibility

**Answer: B**

49. In the "Resistance" stage of the change process, what do people typically do?

A. Fully embrace the change and start planning for its success

B. Doubt the need for change and actively resist it

C. Begin training and exploring how the change will affect them

D. Celebrate and integrate the new change into the organization’s culture

**Answer: B**

50. The "Denial" stage in the change process refers to when people are actively exploring and understanding how the change will affect them.

A. True

B. False

**Answer: B**

51. Resistance to change often stems from feelings of anxiety, discomfort, and fear of job loss.

A. True

B. False

**Answer: B**