

## Organizational Behaviour Sample Exam Questions

Here are some sample exam questions from previous years to give you a feel for the types of questions asked on the midterm and final exams. Please note that questions will focus on the underlying concepts, and not on recall of specific case examples from the readings.

There are also some practice questions available from the textbook publisher. You can find a link on the master course webpage. Please note that the questions from the textbook publisher are generally a bit more recall oriented and can provide a good review of the readings. But students will be required to make the “next step” in applying the concepts on the actual exams.

1. Betty, a waitress, learns that she is being paid less for doing the same job as her fellow waitress Jennifer even though they have the same work experience and perform at the same level. According to equity theory, how might Betty react to this situation?
  - a. She will put less effort into her job than before
  - b. She will adjust her perception such that she will perceive Jennifer to be a better waitress than her
  - c. Betty will quit
  - d. Both A & C
  - e. Any of the above are possible reactions
2. Which of the following incentive plans would be the MOST effective way to increase group productivity in a manufacturing unit?
  - a. Profit-sharing plans
  - b. Bonus plans
  - c. Employee stock ownership plans
  - d. Gainsharing plans
  - e. Employee recognition plans
3. The field of OB draws on multiple disciplines and analyzes behavior at multiple levels including the individual, group, and system level. Of the following disciplines, which contributes LEAST to our understanding of macro-level (i.e., group or organizational-level) behavior?
  - a. Anthropology
  - b. Sociology
  - c. Psychology
  - d. Social psychology
  - e. Political science

4. One of your friends is quite fatalistic, believing that most of the ‘good things in life’ are granted to us by forces beyond our understanding. You, however, believe you can strongly influence your own destiny. This difference in beliefs is largely explained by differences in:
  - a. locus of control
  - b. emotional intelligence
  - c. cultural intelligence
  - d. self-monitoring
  - e. extraversion/introversion
  
5. A common recruitment practice of companies is to hire only people whose personal values are compatible with those of the rest of the company (e.g. Ben & Jerry's, Southwest Airlines). What negative consequences can potentially arise in such situations?
  - a. Employees have lower chances of being promoted
  - b. Employees have lower levels of job satisfaction
  - c. Employees will share a lower level of uncertainty avoidance
  - d. Workgroups display lower levels of creativity
  - e. All of the above
  
6. The Twisters are an in-house design team in an engineering firm. Right before they are to make a decision, the leader turns to one particularly quiet team member and says, “Bill, we haven’t heard your opinion. What do you think?” What is the best way to describe what the team leader is doing here with Bill?
  - a. Harmonizing
  - b. Encouraging
  - c. Embarrass
  - d. Compromising
  - e. Gatekeeping
  
7. Xiangfeng agrees to meet with her new manager in person to discuss the disappointing performance of her sales team. Xiangfeng emphasizes the success of the two top salespeople, but does not refer to the poor results of the more experienced salespeople in her department. Xiangfeng is engaged in:
  - a. fundamental attribution error
  - b. filtering
  - c. defensiveness
  - d. self-serving bias
  - e. self-enhancement bias

8. There has been some confusion regarding your work schedule at White Spot. However it happened, your manager has asked you and your coworker to sort out which one of you is going to work on Thursday night. Neither you nor your workmate wants to work that night. You have an important assignment due the next day; he wants to go watch the basketball game at a friend's place. Without much discussion at all, your coworker capitulates – probably realizing that your circumstances are a bit more significant than his “fun.” He agrees to cover the shift. This is an example of which conflict handling intention?
- a. Forcing
  - b. Yielding**
  - c. Compromising
  - d. Problem solving
  - e. Time sensitivity analysis