1. Which of the following is a basic definition of ethics?
   A) rules that define good and evil
   B) laws that define legal and illegal
   C) principles that define standards of decency
   D) principles that define right and wrong

2. A multinational corporation (MNC) ________.
   A) is defined as any company that has no "home base"
   B) includes any company that exports goods overseas
   C) is defined as a company that has its home base in the United States and various operations overseas
   D) is any organization that maintains operations in more than one country

3. The decision-making process consists of a series of eight steps that identify a problem and work toward ultimately ________.
   A) making a plan to solve the problem
   B) breaking down the problem into a series of steps
   C) determining if there is a solution to the problem
   D) solving the problem

4. It is assumed that a rational decision maker ________.
   A) would face only difficult decisions
   B) would never make a wrong choice
   C) would be objective and logical
   D) would be subjective and impractical
5. Informal planning is ________.
A) general and usually lacks continuity
B) performed exclusively by middle managers
C) always performed at the lowest organizational level
D) more specific than formal planning

6. Growth strategies include ________.
A) vertical integration, horizontal integration, lateral integration, horizontal concentration
B) diversification, concentration, integration, stabilization
C) integration, allocation, horizontal diversification, vertical diversification
D) vertical integration, horizontal integration, concentration, diversification

7. A traditional "top down" organization is ________ organization.
A) a largely decentralized
B) an absolutely decentralized
C) an absolutely centralized
D) a largely centralized

8. In a team structure, team members ________.
A) make decisions and are accountable for their decisions
B) are subject to decisions made by their supervisors
C) can influence decisions made by top managers
D) make decisions only after first checking with management

9. The first step in any employment planning process involves making a ________.
A) human resource inventory
B) job description
C) job specification
D) product evaluation
10. The difference between firing and layoffs is that ________.
   A) layoffs are not permanent
   B) layoffs are permanent
   C) firing is not voluntary
   D) firing is not permanent

11. Which of the following is an organizational technology change?
   A) purchase of a new backhoe
   B) widening of span of control
   C) employees expecting a raise
   D) employees accepting a new schedule

12. A stressor is defined as ________.
   A) an attitude that causes stress
   B) a personal or job-related factor that causes stress
   C) an emotion that causes stress
   D) a person who causes stress

13. An innovative organization needs to tolerate risk because employees ________ the creative process.
   A) being in physical danger is not part of
   B) making mistakes is not part of
   C) making mistakes is part of
   D) being in physical danger is part of

14. The extroversion versus introversion scale on the Myers-Briggs Type Indicator® determines whether a person is oriented ________.
   A) outwardly or inwardly
   B) toward planning or flexibility
   C) toward gathering data or the big picture
   D) logically or emotionally
15. In attribution theory, ________ behavior is largely beyond an individual's control.
A) inconsistent
B) internally caused
C) consistent
D) externally caused

16. As the size of a group increases, the output of ________.
A) each group member tends to increase
B) the group stays the same
C) the group decreases
D) each group member tends to decrease

17. Autonomy is a ________ factor that contributes to team effectiveness.
A) process
B) context
C) work design
D) composition

18. A major benefit of global teams is ________.
A) little stereotyping
B) idea diversity
C) groupthink
D) minimal distrust

19. The key to motivation, according to Maslow, is to identify ________.
A) lower-order needs last
B) a person's level in the needs hierarchy
C) higher-order needs first
D) a person's most important level in the needs hierarchy
20. In goal-setting theory, which of the following is the best kind of feedback?
   A) self-feedback
   B) feedback from a peer
   C) group feedback
   D) feedback from a superior

21. _______ can improve employee performance by sharing the financial circumstances of the organization with the employee.
   A) Pay-for-performance
   B) Contingency management
   C) Open-book management
   D) Equity management

22. The key to the Fiedler contingency model of leadership is to match _______.
   A) leadership style and situation
   B) leader and leadership style
   C) leadership style and follower
   D) leader and follower

23. Team leadership and traditional leadership in hierarchical organizations are thought to be _______.
   A) fairly similar
   B) somewhat different
   C) virtually identical
   D) very different

24. Which communication sequence is correct?
   A) sender ⇒ channel ⇒ medium ⇒ decoding ⇒ receiver
   B) sender ⇒ encoding ⇒ channel ⇒ decoding ⇒ receiver
   C) sender ⇒ decoding ⇒ channel ⇒ encoding ⇒ receiver
   D) source ⇒ sender ⇒ encoding ⇒ decoding ⇒ receiver
25. What are the four essential elements of active listening?
A) summarizing, integrating, empathy, concentration
B) intensity, empathy, acceptance, willingness to take responsibility for completeness
C) intensity, concentration, empathy, acceptance
D) concentration, intensity, willingness to take responsibility for actions, receptivity

26. The first step in the control process is to ________.
A) compare performance against a standard
B) compare a standard against an ideal
C) take action
D) measure actual performance

27. When feedback control shows that planning goals and actual performance were dramatically different, the most likely conclusion is that ________.
A) planning was on-target
B) planning was not on-target
C) goals do not need to be changed
D) performance measurements were unreliable

28. An effective feedforward strategy for dealing with employee theft is ________.
A) openly state the real costs of stealing
B) have managers set good examples
C) hire professional investigators
D) screen workers before they are hired

29. The purpose of operations management is to manage ________.
A) outputs
B) the manufacturing process
C) inputs
D) the transformation process

30. A business model is ________.
A) a competitor that a company seeks to emulate
B) an unrelated organization whose practices a company seeks to emulate
C) a strategic design for how a company intends to make profit
D) a theoretical ideal that a company seeks to emulate