

本次测试范围  
为:

组织行为学测试题 (1)

选择题: 题 填空题: 题 判断题: 题 问答题: 题

第1题[单选题] \_\_\_\_\_ is the processes that account for an individual's intensity, direction, and persistence of effort toward attaining a goal

- a: value
- b: role
- c: perception
- d: motivation

参考答案: d

第2题[单选题] \_\_\_\_\_ is a field of study that investigates the impact that individuals, groups, and structure have on behavior within organizations for the purpose of applying such knowledge toward improving an organization's effectiveness.

- a: organizational design
- b: organizational culture
- c: organizational learning
- d: organizational behavior

参考答案: d

第3题[单选题] \_\_\_\_\_ is a dynamic condition in which an individual is confronted with an opportunity, or resource related to what the individual desires and for which the outcome is perceived to be both uncertain and important.

- a: stress
- b: conflict
- c: power
- d: politics

参考答案: a

第4题[单选题] a common perception held by the organization's members; and a system of shared meaning is \_\_\_\_\_.

- a: organizational design
- b: organizational culture
- c: organizational learning
- d: organizational behavior

参考答案: b

第5题[单选题] \_\_\_\_\_ is a process that begins when one party perceives that another party has negatively affected, or is about to that the first party cares about.

- a:negotiation
- b:conflict
- c:power
- d:politics

参照答案: b

第6题[单选题] \_\_\_\_\_ refers to the empowerment of employees to assume more responsibility and accountability for planning, performing, controlling, and evaluating their own work.

- a:. job rotation
- b:job engineering
- c:job enrichment
- d: job enlargement

参照答案: c

第7题[单选题] \_\_\_\_\_ must include both the transference and the understanding of meaning.

- a:power
- b:. communication
- c:. conflict
- d: negotiation

参照答案: b

第8题[单选题] power is a \_\_\_\_\_ that a has to influence the behavior of b so that b acts in accordance with a's wishes.

- a:. function
- b: impression
- c:capacity
- d:. responsibility

参照答案: c

第9题[单选题] \_\_\_\_\_ is a process by which individual their sensory impressions in order to give meaning to their environment.

- a: perception
- b:emotion
- c: attitude

d:personality

参照答案: a

第10题[单项选择题] \_\_\_\_\_are those needed to perform mental activities --- for thinking, reasoning, and problem solving. .

a:ability

b:intellectual ability

c:. learning

d:physical ability

参照答案: b

第11题[填空题]

is a process in which two or more parties exchange goods or services and attempt to agree on the exchange rate for them.参照答案: ( **negotiation** )

第12题[填空题]

is a positive expectation that another will not- through words, actions, or decisions- act opportunistically. p442

参照答案: ( **trust** )

第13题[填空题]

is activities that are not required as part of one's formal role in the organization, but that influence, or attempt to influence, the distribution of advantages and disadvantages within the organization.参照答案: ( **political behavior** )

第14题[填空题]

is defined as a state in which an employee identifies with a particular organization and its goals and wishes to maintain membership in the organization.参照答案: ( **organizational commitment** )

第15题[填空题]

is any relatively permanent change in behavior that occurs as a result of experience.参照答案: ( **learning** )

第16题[填空题]

focus the evaluator's attention on the behaviors that are key in making the difference between executing a job effectively and executing it ineffectively.参照答



第24题[判断题]

what are the frequently used shortcuts in judging others?

**B I U** | ABC | 

参照答案: selective perception halo effect contrast effects projection stereotyping

第25题[判断题]

what is the job characteristics model

**B I U** | ABC | 

参照答案:

identifies five job characteristics and their relationship to personal and work outcomes.

skill variety

task identity

task significance

autonomy

feedback

第26题[判断题]

what are the group decision-making techniques?

**B I U** | ABC | 

参照答案: (a) brainstorming, (b) electronic brainstorming, (c) and nominal group technique.

第27题[判断题]

what are the frequently used shortcuts in judging others?

**B I U** | ABC | 

参照答案: selective perception halo effect contrast effects projection stereotyping

“o.k., i admit it. i am not a team player. i work best when i work alone and am left alone,” says da hai.

第28题[判断题]

da hai’s employer, an office furniture manufacturer, recently reorganized around teams. all production in the company’s wenzhou factory is now done in teams. and da hai’s design department has been broken up into three design teams.

“i’ve worked here for 4 years. i’m very good at what i do. and my performance reviews confirm that. i’ve scored 96 percent or higher on my evaluations every year



参照答案: b

第2题[单选题]  
择题]

\_\_\_\_\_ is a field of study that investigates the impact that individuals, groups, and structure have on behavior within organizations for the purpose of applying such knowledge toward improving an organization's effectiveness.

- a:organizational design
- b:organizational culture
- c:organizational learning
- d:organizational behavior

参照答案: d

第3题[单选题]  
择题]

power is a \_\_\_\_\_ that a has to influence the behavior of b so that b acts in accordance with a's wishes.

- a:function
- b:impression
- c:capacity
- d:. responsibility

参照答案: b

第4题[单选题]  
择题]

\_\_\_\_\_are those needed to perform mental activities --- for thinking, reasoning, and problem solving. .

- a:ability
- b:intellectual ability
- c: learning
- d: physical ability

参照答案: b

第5题[单选题]  
择题]

\_\_\_\_\_are intense feelings that are directed at someone or something.

- a: emotion
- b: personality
- c:attitude
- d:motivation

参照答案: a

第6题[单选题]  
择题]

\_\_\_\_\_ is a process that begins when one party perceives that another party has negatively affected, or is about to that the first party cares about.

- a: negotiation

b:conflict  
c:. power  
d:politics

参照答案: b

第7题[单选题] \_\_\_\_ focus the evaluator's attention on the behaviors that are key in making the difference between executing a job effectively and executing it ineffectively.

a:critical incidents  
b: written essays  
c:graphic rating  
d:behaviorally anchored rating scales

参照答案: a

第8题[单选题] \_\_\_\_\_ is a process by which individual their sensory impressions in order to give meaning to their environment.

a:perception  
b:emotion  
c:attitude  
d:personality

参照答案: a

第9题[单选题] \_\_\_\_\_are feelings that tend to be less intense than emotions and that often lack a contextual stimulus.

a:emotion  
b:perception  
c:satisfaction  
d:. moods

参照答案: d

第10题[单选题] \_\_\_\_\_is a positive expectation that another will not- through words, actions, or decisions- act opportunistically. p442

a: leadership  
b:communication  
c: power  
d:trust

参照答案: d

- 第11题[单项选择题] \_\_\_\_\_ is defined as a state in which an employee identifies with a particular organization and its goals and wishes to maintain membership in the organization.
- a: organizational development
  - b: organizational learning
  - c: organizational commitment
  - d: organizational culture

参照答案: c

- 第12题[单项选择题] a common perception held by the organization's members; and a system of shared meaning is \_\_\_\_\_.
- a: organizational design
  - b: organizational culture
  - c: organizational learning
  - d: organizational behavior

参照答案: b

- 第13题[单项选择题] \_\_\_\_\_ is activities that are not required as part of one's formal role in the organization, but that influence, or attempt to influence, the distribution of advantages and disadvantages within the organization.
- a: conflict
  - b: negotiation
  - c: political behavior
  - d: motivation

参照答案: c

- 第14题[单项选择题] \_\_\_\_\_ must include both the transference and the understanding of meaning.
- a: power
  - b: communication
  - c: conflict
  - d: negotiation

参照答案: b

- 第15题[单项选择题] \_\_\_\_\_ is a process in which two or more parties exchange goods or services and attempt to agree on the exchange rate for them.
- a: conflict

- b: power
- c: negotiation
- d: political behavior

参照答案: c

第16题[判断题]

what are the 5 stages of group development?



参照答案: (a) forming (b) storming (c) norming (d) performing (e) adjourning

**o.k., i admit it. i am not a team player. i work best when i work alone and am left alone,” says da hai.**

**da hai’s employer, an office furniture manufacturer, recently reorganized around teams. all production in the company’s wenzhou factory is now done in teams. and da hai’s design department has been broken up into three design teams.**

第17题[判断题]

**“i’ve worked here for 4 years. i’m very good at what i do. and my performance reviews confirm that. i’ve scored 96 percent or higher on my evaluations every year i’ve been here. but now everything is changing. i’m ex**



参照答案:

1. what is a team and what is team work?
2. does this employer have any responsibility to provide da hai with an alternative that would allow him to continue to work independently?

**early in the twentieth century, henry ford became rich and famous by building automobiles on an assembly line. every ford worker was assigned a specific, repetitive task. for instance, one person would just put on the right-front wheel and someone else would install the right-front door. by breaking jobs up into small standardized tasks, which could be performed over and over again, ford was able to produce cars at the rate of one every 10 seconds, while using employees who had relatively limited skill.**

第18题[判断题]

questions:

1. what is organizational structure? what is the key element that managers need to address when they design their org



参照答案： organizational structure is how job tasks are formally divided, grouped, and coordinated. work specialization departmentalization chain of command span of control centralization and decentralization formalization

第19题[判断题]

what are the group decision-making techniques?

**B I U** | ABC [list icons]

参照答案： (a)brainstorming,(b)electronic brainstorming,(c)and nominal group technique.

**xie li, lao bao and lin juan have something in common. they all were promoted within their organizations into management positions. and each found the transition a challenge.**

第20题[判断题]

**xie li was promoted to director of catering for the glazier group of restaurants in hang zhou city. with the promotion, she realized that things would never be the same again. no longer would she be able to participate in water-cooler gossip or shrug off an employee's chronic lateness. she says she found her new role to be daunting. "at first i was like a bulldozer, knocking everyone over, and that was not well received. i was saying, 'it's my way or the highway.' and was forgetting that my friends were also in transition." she admits that this**

**B I U** | ABC [list icons]

参照答案：

- 1, a lot of new managers err in selecting the right leadership style when they move into management. why do you think this happens?
- 2, which leadership theories, if any, could help new leaders deal with this transition?

第21题[判断题]

explain the job characteristics model.


**B I U** | ABC [list icons]

参照答案： identifies five job characteristics and their relationship to personal and work outcomes. skill variety task identity task significance autonomy feedback

第22题[判断题]

**a sales representative for a women's sportswear manufacturer has just closed a \$ 13,000 order from a small clothing retailer. the sales rep calls in the order to her firm's credit department. she is told that the firm can't approve credit to this customer because of a past**

slow-payment record. the next day, the sales rep and the firm's credit manager meet to discuss the problem. the sale rep doesn't want to lose the business. neither does the credit manger, but he also doesn't want to get stuck with an uncollectible debt. the two openly review their options. after considerable discussion, they agree on a solution that meets both their needs: the credit manager will approve the sale, but the clothing store's owner 60 days.

**B I U** | ABC 

参照答案: **distributive bargaining integrative bargaining**

第23题[判断题]

what are the frequently used shortcuts in judging others?

**B I U** | ABC 

参照答案: selective perception halo effect contrast effects projectionstereotyping

本次测试范围为:

组织行为学测试题 (3)

选择题: 10题 填空题: 10题 判断题: 0题 问答题: 7题

第1题[单项选择题]

\_\_\_\_\_ must include both the transference and the understanding of meaning.

- a:power
- b:communication
- c:conflict
- d: negotiation

参照答案: **b**

第2题[单项选择题]

\_\_\_\_\_ is a dynamic condition in which an individual is confronted with an opportunity, or resource related to what the individual desires and for which the outcome is perceived to be both uncertain and important.

- a:stree
- b:conflict
- c:power
- d:politics

参照答案: **a**

第3题[单项选择题]

power is a \_\_\_\_\_ that a has to influence the behavior of b so that b acts in accordance with a's wishes.

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