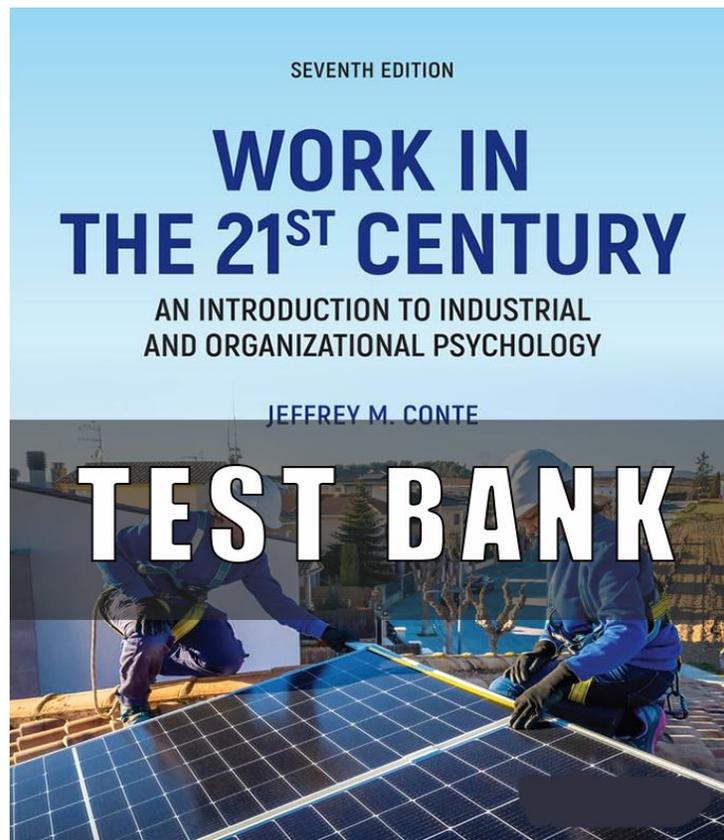


**Test Bank**  
**to accompany the 7th Edition of**  
**Jeffrey M. Conte & Frank J. Landy's**  
**Work in the 21<sup>st</sup> Century:**  
**An Introduction to Industrial and Organizational Psychology**

For each chapter in the 7th Edition of Conte and Landy's *Work in the 21<sup>st</sup> Century: An Introduction to Industrial and Organizational Psychology*, this test bank contains multiple choice questions that can be used in developing tests. Each chapter includes factual and applied questions as well as questions of a more conceptual nature to facilitate critical thinking. Several questions address the same or similar material, so instructors likely will want to choose one of the items for inclusion in a test. The correct answer is indicated below each question. Questions or comments regarding this test bank can be sent to: [jeff.conte@sdsu.edu](mailto:jeff.conte@sdsu.edu)



## Chapter 01: What is Industrial and Organizational Psychology?

### Multiple Choice

1. According to the textbook, when people were asked the question: “If you were to get enough money to live as comfortably as you would like for the rest of your life, would you continue to work or would you stop working?” a majority people reported that
  - a. they would stop working.
  - b. they would continue working.
  - c. they would find a new and more exciting job.
  - d. they would take a lot of time off, but eventually return to work.

Ans: b

Section Ref: Module 1.1

2. Industrial-organizational psychologists are interested in all of the following except
  - a. how people’s work affects their home life.
  - b. how culture influences people’s perceptions of their working environments.
  - c. how personality characteristics influence work behavior.
  - d. how to best diagnose clinical disorders and offer therapy to employees.

Ans: d

Section Ref: Module 1.1

3. Dr. Duran was asked by company X to develop a selection system for hiring new employees and to revise the existing performance appraisal system. Dr. Duran was most likely asked to do this because of her experience in
  - a. human factors psychology.
  - b. personnel psychology.
  - c. clinical psychology.
  - d. organizational psychology.

Ans: b

Section Ref: Module 1.1

4. An organizational psychologist would be most likely concerned with
  - a. helping people organize their schedules and daily planners.
  - b. studying the interaction between humans and technology.
  - c. understanding the emotional and motivational side of work.
  - d. interviewing potential employees.

Ans: c

Section Ref: Module 1.1

5. Which of the following psychologists is most likely concerned with how humans interact with technology?
- a personnel psychologist
  - a clinical psychologist
  - an organizational psychologist
  - a human factors psychologist

Ans: d

Section Ref: Module 1.1

6. Company Y has just designed a new checkout counter for a chain of supermarkets. This new checkout counter will allow the employees to scan and bag groceries more efficiently. Development of the new checkout counter was most likely done by a(n)
- personnel psychologist.
  - organizational psychologist.
  - human resources director.
  - human factors psychologist.

Ans: d

Section Ref: Module 1.1

7. SIOP is Division 14 of the
- American Psychological Association.
  - American Psychological Society.
  - Industrial-Organizational Psychologist.
  - Western Psychological Association.

Ans: a

Section Ref: Module 1.1

8. The division of the American Psychological Association that represents Industrial-Organizational psychology is
- Division 14.
  - Division 3.
  - Division 10.
  - Division 17.

Ans: a

Section Ref: Module 1.1

9. The SIOP website is a good place for aspiring I-O psychologists to examine. All of the following are offered by the website except
- JobNet — matching employers with applicants.
  - a list of SIOP publications.
  - online I-O psychology courses.
  - TIP — the SIOP quarterly newsletter.

Ans: c

Section Ref: Module 1.1

10. An electronics company announced they will double the number of drop off locations in its recycling program from 800 to 1600. This is most likely the result of
- an eco-sustainability goal
  - process efficiency
  - eco-benefits
  - cost-saving

Ans: a

Section Ref: Module 1.1

11. Which researcher suggested that our expertise in areas such as team building and training, stereotypes, and organizational justice is the type of knowledge and skill necessary for bringing together the essential coalition of governments, and organizations and a private industry?
- Lori Foster Thompson
  - David Morris
  - Adrian Furnham
  - Stuart Carr

Ans: d

Section Ref: Module 1.1

12. Humanitarian work psychology refers to
- the study of altruistic behavior in the workplace
  - the application of I-O psychology to the humanitarian arena
  - the study of non-profit organizational models
  - the application of altruistic principles in the workplace

Ans: b

Section Ref: Module 1.1

13. James McKeen Cattell had a major influence on the emergence of I-O psychology. He was among the first to realize the importance of studying:
- American organizations as representative of Japanese organizations.
  - differences among individuals as a way of predicting their behavior.
  - how organizations treat their employees as related to employee performance.
  - individual beliefs in understanding the work-family relationship.

Ans: b

Section Ref: Module 1.2

14. The purpose of the time and motion studies was to
- increase efficiency.
  - increase productivity.
  - neither a nor b
  - both a and b

Ans: d

Section Ref: Module 1.2

15. The main distinction between the Army Alpha and the Army Beta is
- the Army Alpha was administered to illiterate recruits, while the Army Beta was administered to literate recruits.
  - the Army Alpha was administered to literate recruits, while the Army Beta was administered to illiterate recruits.
  - the Army Alpha was designed to measure how people responded to stress, while the Army Beta measured people's reaction times.
  - the Army Alpha was designed to measure people's reaction times, while the Army Beta measured people's reactions to stress.

Ans: b

Section Ref: Module 1.2

16. A major distinction between the Stanford-Binet and the Army Alpha test is
- the Stanford-Binet was administered to one individual at a time, whereas the Army Alpha could be administered to large groups.
  - the Stanford-Binet could be administered to large groups of people whereas the Army Alpha could only be administered to one individual at a time.
  - the Stanford-Binet was developed for assessing individuals' emotional reactions to stress whereas the Army Alpha tested intelligence.
  - the Stanford-Binet was developed for testing dexterity whereas the Army Alpha was developed for assessing individuals' emotional reactions to stress.

Ans: a

Section Ref: Module 1.2

17. Jack works 12 hour shifts on an assembly line at an automotive plant. He finds his job boring, monotonous, and physically difficult. He is extremely unhappy and resists any attempts his bosses make to increase the productivity of the assembly line. Jack's mental state could be best characterized as
- the Hawthorne effect.
  - revery obsession.
  - the Cattell effect.
  - systematic desensitization.

Ans: b

Section Ref: Module 1.2

18. The Hawthorne Studies led to the dramatic discovery that
- boring work is directly related to a worker's level of interest.
  - a worker's family situation impacts their level of production.

- c. higher productivity can only be achieved by varying worker conditions.
- d. workers' attitudes play a role in productivity.

Ans: d

Section Ref: Module 1.2

19. The Civil Rights Act of 1964 prohibits discrimination against all of the following except
- a. race.
  - b. disability.
  - c. religion.
  - d. gender.

Ans: b

Section Ref: Module 1.2

20. Title VII of The Civil Rights Act of 1964 deals with
- a. employment discrimination.
  - b. voting rights.
  - c. education.
  - d. housing.

Ans: a

Section Ref: Module 1.2

21. Which section of the Civil Rights Act of 1964 deals with employment discrimination?
- a. Title VI
  - b. Title VII
  - c. Title IX
  - d. Title X

Ans: b

Section Ref: Module 1.2

22. Frederick W. Taylor's book on Scientific Management offered
- a. the one best and most efficient way to perform various jobs.
  - b. assessment centers to recruit and train spies for the U.S. government.
  - c. a standardization of airplane cockpits.
  - d. a systematic approach to understanding differences among subjects' responses to external stimuli.

Ans: a

Section Ref: Module 1.2

23. The Time and Motion studies involved all the following except
- developing more efficient movements that would reduce fatigue and increase productivity.
  - timing movements with a stopwatch.
  - breaking down every action into its constituent parts.
  - investigating employee attitudes about the length of the work week.

Ans: d

Section Ref: Module 1.2

24. "Protected groups," as stated in Title VII of the Civil Rights Act of 1964, include
- race, sexual orientation, color, political ideology.
  - race, age, color, sex, national origin.
  - race, color, religion, sex, national origin.
  - race, color, disability status, sex, religion.

Ans: c

Section Ref: Module 1.2

25. David is a Fine Arts major who will be graduating in a year. He recently became interested in pursuing a graduate degree in I-O psychology. David should do all of the following to improve his credentials for admittance to a graduate program except
- assume that his credentials are fine since his GRE scores are excellent.
  - become a research assistant to a professor.
  - obtain an internship with a local business in the HR department.
  - enroll in as many I-O psychology classes as he can.

Ans: a

Section Ref: Module 1.2

26. A system of beliefs in which individuals share meaning and common ways of viewing objects is known as
- nationality.
  - culture.
  - multiculturalism.
  - individualism.

Ans: b

Section Ref: Module 1.2

27. The implications of a "global economy" are important to the field I-O psychology because
- systems within a company that train, motivate, and reward employees need to be compatible with many different cultures.