

True / False

1. Understanding people's personalities is important because personality affects behavior as well as perceptions and attitudes.

- a. True
- b. False

ANSWER: True
POINTS: 1
DIFFICULTY: Easy
REFERENCES: p. 34
LEARNING OBJECTIVES: MGMT.LUSS.16.02-01 - LO: 02-01
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TOPICS: Conceptual
KEYWORDS: BLOOMS: Knowledge

2. Personality is developed solely based on genetics.

- a. True
- b. False

ANSWER: False
RATIONALE: Personality is developed based on genetics and environmental factors.
POINTS: 1
DIFFICULTY: Easy
REFERENCES: p. 34
LEARNING OBJECTIVES: MGMT.LUSS.16.02-01 - LO: 02-01
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TOPICS: Conceptual
KEYWORDS: BLOOMS: Knowledge

3. Research has confirmed that there is a limited number of confirmed and agreed upon traits this leaders have.

- a. True
- b. False

ANSWER: False
RATIONALE: There is no agreed-upon list of traits leaders need to be successful.
POINTS: 1
DIFFICULTY: Easy
REFERENCES: p. 35
LEARNING OBJECTIVES: MGMT.LUSS.16.02-01 - LO: 02-01
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TOPICS: Conceptual
KEYWORDS: BLOOMS: Knowledge

4. Researchers agree on the personality traits that effective leaders should have.

- a. True
- b. False

ANSWER: False
RATIONALE: There is no list of traits accepted by all researchers.
POINTS: 1
DIFFICULTY: Easy
REFERENCES: p. 36
LEARNING OBJECTIVES: MGMT.LUSS.16.02-01 - LO: 02-01
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5. In a study of two groups of executives, one successful and one whose careers were derailed, the reason for the latter's failure was poor human relations.

- a. True
- b. False

ANSWER: True
POINTS: 1
DIFFICULTY: Easy
REFERENCES: p. 35
LEARNING OBJECTIVES: MGMT.LUSS.16.02-01 - LO: 02-01
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6. The Big Five Model of Personality categorizes traits into the dimensions of insurgency, adjustment, disagreeableness, conscientiousness, and openness to experience.

- a. True
- b. False

ANSWER: False
RATIONALE: These are not the Big Five Model of Personality category traits.
POINTS: 1
DIFFICULTY: Easy
REFERENCES: p. 36
LEARNING OBJECTIVES: MGMT.LUSS.16.02-02 - LO: 02-02
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TOPICS: Conceptual
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7. The Big Five Model of Personality is the most widely accepted way to classify personalities.

- a. True
- b. False

ANSWER: True
POINTS: 1
DIFFICULTY: Moderate
REFERENCES: p. 36
LEARNING OBJECTIVES: MGMT.LUSS.16.02-02 - LO: 02-02
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KEYWORDS: BLOOMS: Knowledge

8. The adjustment personality dimension includes traits related to emotional stability.

- a. True
- b. False

ANSWER: True
POINTS: 1
DIFFICULTY: Easy
REFERENCES: p. 37
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KEYWORDS: BLOOMS: Knowledge

9. Personality profiles are used to categorize people as a means of predicting job success.

- a. True
- b. False

ANSWER: True
POINTS: 1
DIFFICULTY: Easy
REFERENCES: p. 34
LEARNING OBJECTIVES: MGMT.LUSS.16.02-01 - LO: 02-01
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10. Effective leaders are high on all of the factors in the Big Five Model of Personality.

- a. True

b. False

ANSWER: False
RATIONALE: Surgency has the highest correlation at .31 while adjustment was negatively correlated at -.24.
POINTS: 1
DIFFICULTY: Moderate
REFERENCES: p. 34
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KEYWORDS: BLOOMS: Knowledge

11. High energy is best categorized as the conscientiousness dimension of the Big Five.

a. True

b. False

ANSWER: False
RATIONALE: High energy is associated with surgency.
POINTS: 1
DIFFICULTY: Moderate
REFERENCES: p. 36
LEARNING OBJECTIVES: MGMT.LUSS.16.02-02 - LO: 02-02
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KEYWORDS: BLOOMS: Knowledge

12. Intelligence refers to cognitive ability to think critically, to solve problems, and to make decisions.

a. True

b. False

ANSWER: True
POINTS: 1
DIFFICULTY: Easy
REFERENCES: p. 38
LEARNING OBJECTIVES: MGMT.LUSS.16.02-02 - LO: 02-02
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KEYWORDS: BLOOMS: Knowledge

13. Intelligence is the best predictor of job performance.

- a. True
- b. False

ANSWER: True
POINTS: 1
DIFFICULTY: Moderate
REFERENCES: p. 38-39
LEARNING OBJECTIVES: MGMT.LUSS.16.02-02 - LO: 02-02
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14. The Dominance trait affects all other traits related to effective leaders.

- a. True
- b. False

ANSWER: True
POINTS: 1
DIFFICULTY: Easy
REFERENCES: p. 36
LEARNING OBJECTIVES: MGMT.LUSS.16.02-03 - LO: 02-03
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KEYWORDS: BLOOMS: Knowledge

15. The majority of CEOs, but not all CEOs are extroverts.

- a. True
- b. False

ANSWER: True
POINTS: 1
DIFFICULTY: Easy
REFERENCES: p. 33
LEARNING OBJECTIVES: MGMT.LUSS.16.02-01 - LO: 02-01
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STATE STANDARDS: United States - IL - DISC: Individual Dynamics - Individual dynamics in organizations
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16. Emotional intelligence is a personality dimension related to surgency.

- a. True
- b. False

ANSWER: False

RATIONALE: Emotional intelligence is a personality dimension associated with agreeableness.
POINTS: 1
DIFFICULTY: Easy
REFERENCES: p. 37
LEARNING OBJECTIVES: MGMT.LUSS.16.02-02 - LO: 02-02
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STATE STANDARDS: United States - IL - DISC: Leadership Principles - Other management specific knowledge and abilities
ACCREDITING STANDARDS: AACSB: Analytic - Analytic skills
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KEYWORDS: BLOOMS: Knowledge

17. The four components of emotional intelligence are self-awareness, self-efficacy, social awareness, and self-management.

- a. True
- b. False

ANSWER: False
RATIONALE: These are not the four components of emotional intelligence.
POINTS: 1
DIFFICULTY: Easy
REFERENCES: p. 37
LEARNING OBJECTIVES: MGMT.LUSS.16.02-02 - LO: 02-02
NATIONAL STANDARDS: United States - BUSPROG - Analytic - Business knowledge and analytic skills
STATE STANDARDS: United States - IL - DISC: Leadership Principles - Other management specific knowledge and abilities
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TOPICS: Conceptual
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18. Self-awareness relates to being conscious of your emotions and how they affect your personal and professional life.

- a. True
- b. False

ANSWER: True
POINTS: 1
DIFFICULTY: Easy
REFERENCES: p. 37
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STATE STANDARDS: United States - IL - DISC: Individual Dynamics - Individual dynamics in organizations
ACCREDITING STANDARDS: AACSB: Analytic - Analytic skills
TOPICS: Conceptual
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19. If a person does not want to be a leader, chances are that he or she will not be an effective manager.

- a. True
- b. False

ANSWER: True
POINTS: 1
DIFFICULTY: Easy
REFERENCES: p. 34
LEARNING OBJECTIVES: MGMT.LUSS.16.02-03 - LO: 02-03
NATIONAL STANDARDS: United States - BUSPROG - Analytic - Business knowledge and analytic skills
STATE STANDARDS: United States - IL - DISC: Individual Dynamics - Individual dynamics in organizations
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TOPICS: Conceptual
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20. Dominance is one of the three major traits of the surgency Big Five.

- a. True
- b. False

ANSWER: True
POINTS: 1
DIFFICULTY: Easy
REFERENCES: p. 36
LEARNING OBJECTIVES: MGMT.LUSS.16.02-03 - LO: 02-03
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21. Achievement Motivation Theory attempts to explain and predict behavior and performance based on one's need for power, affiliation, and recognition.

- a. True
- b. False

ANSWER: False
RATIONALE: These are not the needs the theory is based on.
POINTS: 1
DIFFICULTY: Easy
REFERENCES: p. 41
LEARNING OBJECTIVES: MGMT.LUSS.16.02-04 - LO: 02-04
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TOPICS: Conceptual
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22. David McClelland said that needs are based on personality and are developed as we interact with the environment.

- a. True
- b. False

ANSWER: True
POINTS: 1
DIFFICULTY: Moderate
REFERENCES: p. 41
LEARNING OBJECTIVES: MGMT.LUSS.16.02-04 - LO: 02-04
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TOPICS: Conceptual
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23. People with strong n Ach want to take responsibility for solving problems and are high risk-takers.
a. True
b. False

ANSWER: False
RATIONALE: People with a strong n Ach want to take responsibility for solving problems but they are only moderate risk takers.
POINTS: 1
DIFFICULTY: Moderate
REFERENCES: p. 41
LEARNING OBJECTIVES: MGMT.LUSS.16.02-04 - LO: 02-04
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TOPICS: Conceptual
KEYWORDS: BLOOMS: Knowledge

24. People with strong n Pow tend to seek entrepreneurial type positions and are attuned to power and politics.
a. True
b. False

ANSWER: False
RATIONALE: People with a strong n Pow seek management positions and are attuned to politics and power.
POINTS: 1
DIFFICULTY: Moderate
REFERENCES: p. 41
LEARNING OBJECTIVES: MGMT.LUSS.16.02-04 - LO: 02-04
NATIONAL STANDARDS: United States - BUSPROG - Analytic - Business knowledge and analytic skills
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TOPICS: Conceptual
KEYWORDS: BLOOMS: Knowledge

25. People with a high n Aff also tend to have a high n Pow.

- a. True
- b. False

ANSWER: False

RATIONALE: Those with a high n Aff tend to have a low n Pow.

POINTS: 1

DIFFICULTY: Moderate

REFERENCES: p. 41

LEARNING OBJECTIVES: MGMT.LUSS.16.02-04 - LO: 02-04

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ACCREDITING STANDARDS: AACSB: Analytic - Analytic skills

TOPICS: Conceptual

KEYWORDS: BLOOMS: Knowledge

26. The Leader Motive Profile (LMP) includes a high need for achievement, a moderate need for affiliation, and a moderate need for power, which is socialized.

- a. True
- b. False

ANSWER: False

RATIONALE: The LMP includes a high need for power, which is socialized, that is greater than the need for affiliation and with a moderate need for achievement.

POINTS: 1

DIFFICULTY: Moderate

REFERENCES: p. 43

LEARNING OBJECTIVES: MGMT.LUSS.16.02-04 - LO: 02-04

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ACCREDITING STANDARDS: AACSB: Analytic - Analytic skills

TOPICS: Conceptual

KEYWORDS: BLOOMS: Knowledge

27. Leaders need a high n Pow to influence followers, peers, and higher level managers.

- a. True
- b. False

ANSWER: True

POINTS: 1

DIFFICULTY: Moderate

REFERENCES: p. 43

LEARNING OBJECTIVES: MGMT.LUSS.16.02-04 - LO: 02-04

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ACCREDITING STANDARDS: AACSB: Analytic - Analytic skills

TOPICS: Conceptual

KEYWORDS: BLOOMS: Comprehension

28. Without power, there is no leadership.

- a. True
- b. False

ANSWER: True
POINTS: 1
DIFFICULTY: Easy
REFERENCES: p. 43
LEARNING OBJECTIVES: MGMT.LUSS.16.02-04 - LO: 02-04
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TOPICS: Conceptual
KEYWORDS: BLOOMS: Knowledge

29. McClelland identified power as either good or bad.

- a. True
- b. False

ANSWER: False
RATIONALE: McClelland identified power as neither good nor bad.
POINTS: 1
DIFFICULTY: Moderate
REFERENCES: p. 43
LEARNING OBJECTIVES: MGMT.LUSS.16.02-04 - LO: 02-04
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TOPICS: Conceptual
KEYWORDS: BLOOMS: Knowledge

30. Effective leaders use personalized power.

- a. True
- b. False

ANSWER: False
RATIONALE: Effective leaders use socialized power.
POINTS: 1
DIFFICULTY: Moderate
REFERENCES: p. 43
LEARNING OBJECTIVES: MGMT.LUSS.16.02-04 - LO: 02-04
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TOPICS: Conceptual

KEYWORDS: BLOOMS: Knowledge

31. Effective leaders have a higher need for affiliation than power.

- a. True
- b. False

ANSWER: False

RATIONALE: Effective leaders have a lower need for affiliation than power.

POINTS: 1

DIFFICULTY: Moderate

REFERENCES: p. 43

LEARNING OBJECTIVES: MGMT.LUSS.16.02-04 - LO: 02-04

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ACCREDITING STANDARDS: AACSB: Analytic - Analytic skills

TOPICS: Conceptual

KEYWORDS: BLOOMS: Knowledge

32. People with Theory X attitudes hold that employees like to work and do not need to be closely supervised in order to do their work.

- a. True
- b. False

ANSWER: False

RATIONALE: This would be a Theory Y attitude.

POINTS: 1

DIFFICULTY: Moderate

REFERENCES: p. 47

LEARNING OBJECTIVES: MGMT.LUSS.16.02-05 - LO: 02-05

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ACCREDITING STANDARDS: AACSB: Analytic - Analytic skills

TOPICS: Conceptual

KEYWORDS: BLOOMS: Knowledge

33. Managers with Theory X attitudes tend to display more coercive, autocratic leadership styles using internal motivation and rewards.

- a. True
- b. False

ANSWER: False

RATIONALE: Managers with Theory X attitudes often use external means of control. such as threats or punishment.

POINTS: 1

DIFFICULTY: Moderate

REFERENCES: p. 47

LEARNING OBJECTIVES: MGMT.LUSS.16.02-05 - LO: 02-05

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STATE STANDARDS: United States - IL - DISC: Leadership Principles - Other management specific knowledge and abilities
ACCREDITING STANDARDS: AACSB: Analytic - Analytic skills
TOPICS: Conceptual
KEYWORDS: BLOOMS: Knowledge

34. The Pygmalion effect proposes that leaders' attitudes and expectations of followers, and their treatment of them, explain and predict followers' behavior and performance.

- a. True
- b. False

ANSWER: True
POINTS: 1
DIFFICULTY: Easy
REFERENCES: p. 47
LEARNING OBJECTIVES: MGMT.LUSS.16.02-05 - LO: 02-05
NATIONAL STANDARDS: United States - BUSPROG - Analytic - Business knowledge and analytic skills
STATE STANDARDS: United States - IL - DISC: Leadership Principles - Other management specific knowledge and abilities
ACCREDITING STANDARDS: AACSB: Analytic - Analytic skills
TOPICS: Conceptual
KEYWORDS: BLOOMS: Knowledge

35. Self-efficacy is the belief in your own capability to perform in a specific situation.

- a. True
- b. False

ANSWER: True
POINTS: 1
DIFFICULTY: Easy
REFERENCES: p. 48
LEARNING OBJECTIVES: MGMT.LUSS.16.02-05 - LO: 02-05
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TOPICS: Conceptual
KEYWORDS: BLOOMS: Knowledge

36. You can be an effective leader, or follower, even if you don't have a positive self-concept.

- a. True
- b. False

ANSWER: False
RATIONALE: If you don't believe you will be successful, you probably won't be.
POINTS: 1
DIFFICULTY: Moderate
REFERENCES: p. 48
LEARNING OBJECTIVES: MGMT.LUSS.16.02-05 - LO: 02-05
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ACCREDITING STANDARDS: AACSB: Analytic - Analytic skills
TOPICS: Conceptual
KEYWORDS: BLOOMS: Comprehension

37. A good way to develop a positive self-concept is by observing and copying others' attitudes.

a. True

b. False

ANSWER: False

RATIONALE: The text lists eleven ways to develop a positive attitude and self-concept but copying others' attitudes is not one of them.

POINTS: 1

DIFFICULTY: Moderate

REFERENCES: p. 48-49

LEARNING OBJECTIVES: MGMT.LUSS.16.02-05 - LO: 02-05

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STATE STANDARDS: United States - IL - DISC: Individual Dynamics - Individual dynamics in organizations

ACCREDITING STANDARDS: AACSB: Analytic - Analytic skills

TOPICS: Conceptual

KEYWORDS: BLOOMS: Comprehension

38. An effective leader tends to have Theory X attitudes with a positive self-concept.

a. True

b. False

ANSWER: False

RATIONALE: Effective leaders tend to have Theory Y attitudes with a positive self-concept.

POINTS: 1

DIFFICULTY: Moderate

REFERENCES: p. 49

LEARNING OBJECTIVES: MGMT.LUSS.16.02-05 - LO: 02-05

NATIONAL STANDARDS: United States - BUSPROG - Analytic - Business knowledge and analytic skills

STATE STANDARDS: United States - IL - DISC: Leadership Principles - Other management specific knowledge and abilities

ACCREDITING STANDARDS: AACSB: Analytic - Analytic skills

TOPICS: Conceptual

KEYWORDS: BLOOMS: Comprehension

39. A leader with a negative self-concept and a theory Y attitude tends to blame others when things go wrong.

a. True

b. False

ANSWER: False

RATIONALE: From Exhibit 2.4 leaders with a negative self-concept and Theory X attitudes tend to blame others when things go wrong.

POINTS: 1

DIFFICULTY: Moderate

REFERENCES: p. 49

LEARNING OBJECTIVES: MGMT.LUSS.16.02-05 - LO: 02-05
NATIONAL STANDARDS: United States - BUSPROG - Analytic - Business knowledge and analytic skills
STATE STANDARDS: United States - IL - DISC: Leadership Principles - Other management specific knowledge and abilities
ACCREDITING STANDARDS: AACSB: Analytic - Analytic skills
TOPICS: Conceptual
KEYWORDS: BLOOMS: Comprehension

40. Ethics are the standards of right and wrong that influence behavior.
a. True
b. False

ANSWER: True

POINTS: 1

DIFFICULTY: Easy

REFERENCES: p. 51

LEARNING OBJECTIVES: MGMT.LUSS.16.02-06 - LO: 02-06

NATIONAL STANDARDS: United States - BUSPROG: Ethics

STATE STANDARDS: United States - IL - DISC: Ethical Responsibilities - Ethical responsibilities in organizations and society

ACCREDITING STANDARDS: AACSB: Ethics - Ethical and Legal understanding and reasoning abilities

TOPICS: Conceptual

KEYWORDS: BLOOMS: Knowledge

41. The Sarbanes-Oxley Act of 2002 ensures that those who act unethically will be prosecuted.
a. True
b. False

ANSWER: False

RATIONALE: The Sarbanes-Oxley Act of 2002 helped ensure that complaints about financial irregularities would surface and be swiftly acted upon, but it does not guarantee prosecution.

POINTS: 1

DIFFICULTY: Moderate

REFERENCES: p. 51

LEARNING OBJECTIVES: MGMT.LUSS.16.02-06 - LO: 02-06

NATIONAL STANDARDS: United States - BUSPROG: Ethics

STATE STANDARDS: United States - IL - DISC: Legal Responsibilities - Legal Responsibilities

ACCREDITING STANDARDS: AACSB: Ethics - Ethical and Legal understanding and reasoning abilities

TOPICS: Conceptual

KEYWORDS: BLOOMS: Knowledge

42. Our ethical behavior is related to our individual needs and personality traits.
a. True
b. False

ANSWER: True

POINTS: 1

DIFFICULTY: Moderate

REFERENCES: p. 52
LEARNING OBJECTIVES: MGMT.LUSS.16.02-07 - LO: 02-07
NATIONAL STANDARDS: United States - BUSPROG: Ethics
STATE STANDARDS: United States - IL - DISC: Ethical Responsibilities - Ethical responsibilities in organizations and society
ACCREDITING STANDARDS: AACSB: Ethics - Ethical and Legal understanding and reasoning abilities
TOPICS: Conceptual
KEYWORDS: BLOOMS: Comprehension

43. Personality alone is a good predictor of unethical behavior.
a. True
b. False

ANSWER: False
RATIONALE: Personality alone is not a good predictor of unethical behavior.
POINTS: 1
DIFFICULTY: Moderate
REFERENCES: p. 52
LEARNING OBJECTIVES: MGMT.LUSS.16.02-07 - LO: 02-07
NATIONAL STANDARDS: United States - BUSPROG: Ethics
STATE STANDARDS: United States - IL - DISC: Ethical Responsibilities - Ethical responsibilities in organizations and society
ACCREDITING STANDARDS: AACSB: Ethics - Ethical and Legal understanding and reasoning abilities
TOPICS: Conceptual
KEYWORDS: BLOOMS: Comprehension

44. People with an external locus of control, rather than an internal locus of control, are more likely to use unethical behavior.
a. True
b. False

ANSWER: True
POINTS: 1
DIFFICULTY: Moderate
REFERENCES: p. 52
LEARNING OBJECTIVES: MGMT.LUSS.16.02-07 - LO: 02-07
NATIONAL STANDARDS: United States - BUSPROG: Ethics
STATE STANDARDS: United States - IL - DISC: Ethical Responsibilities - Ethical responsibilities in organizations and society
ACCREDITING STANDARDS: AACSB: Ethics - Ethical and Legal understanding and reasoning abilities
TOPICS: Conceptual
KEYWORDS: BLOOMS: Comprehension

45. Moral development refers to one's level of moral development which consist of three levels - preconventional, conventional and postconventional..
a. True
b. False

ANSWER: True
POINTS: 1

DIFFICULTY: Easy
REFERENCES: p. 52
LEARNING OBJECTIVES: MGMT.LUSS.16.02-07 - LO: 02-07
NATIONAL STANDARDS: United States - BUSPROG: Ethics
STATE STANDARDS: United States - IL - DISC: Individual Dynamics - Individual dynamics in organizations
ACCREDITING STANDARDS: AACSB: Ethics - Ethical and Legal understanding and reasoning abilities
TOPICS: Conceptual
KEYWORDS: BLOOMS: Comprehension

46. At the preconventional level of moral development, living up to expectations of acceptable behavior defined by others motivates behavior to fulfill duties and obligations.

- a. True
- b. False

ANSWER: False
RATIONALE: At the preconventional level of moral development, self-interest motivates behavior.
POINTS: 1
DIFFICULTY: Moderate
REFERENCES: p. 53
LEARNING OBJECTIVES: MGMT.LUSS.16.02-07 - LO: 02-07
NATIONAL STANDARDS: United States - BUSPROG: Ethics
STATE STANDARDS: United States - IL - DISC: Individual Dynamics - Individual dynamics in organizations
ACCREDITING STANDARDS: AACSB: Ethics - Ethical and Legal understanding and reasoning abilities
TOPICS: Conceptual
KEYWORDS: BLOOMS: Knowledge

47. The common leadership style at the preconventional level of moral development is autocratic toward others.

- a. True
- b. False

ANSWER: True
POINTS: 1
DIFFICULTY: Moderate
REFERENCES: p. 53
LEARNING OBJECTIVES: MGMT.LUSS.16.02-07 - LO: 02-07
NATIONAL STANDARDS: United States - BUSPROG - Analytic - Business knowledge and analytic skills
STATE STANDARDS: United States - IL - DISC: Leadership Principles - Other management specific knowledge and abilities
ACCREDITING STANDARDS: AACSB: Analytic - Analytic skills
TOPICS: Conceptual
KEYWORDS: BLOOMS: Knowledge

48. At the conventional level of moral development, self-interest motivates behavior.

- a. True
- b. False

ANSWER: False
RATIONALE: At the conventional level of moral development, living up to expectations of acceptable behavior as defined by others motivates behavior.

POINTS: 1
DIFFICULTY: Moderate
REFERENCES: p. 53
LEARNING OBJECTIVES: MGMT.LUSS.16.02-07 - LO: 02-07
NATIONAL STANDARDS: United States - BUSPROG - Analytic - Business knowledge and analytic skills
STATE STANDARDS: United States - IL - DISC: Leadership Principles - Other management specific knowledge and abilities
ACCREDITING STANDARDS: AACSB: Analytic - Analytic skills
TOPICS: Conceptual
KEYWORDS: BLOOMS: Knowledge

49. The common leadership style at the conventional level of moral development tends to be visionary.
- a. True
 - b. False

ANSWER: False
RATIONALE: The common leadership style at the postconventional level of moral development tends to be visionary.

POINTS: 1
DIFFICULTY: Moderate
REFERENCES: p. 53
LEARNING OBJECTIVES: MGMT.LUSS.16.02-07 - LO: 02-07
NATIONAL STANDARDS: United States - BUSPROG - Analytic - Business knowledge and analytic skills
STATE STANDARDS: United States - IL - DISC: Leadership Principles - Other management specific knowledge and abilities
ACCREDITING STANDARDS: AACSB: Analytic - Analytic skills
TOPICS: Conceptual
KEYWORDS: BLOOMS: Knowledge

50. At the postconventional level of moral development, it is common for lower-level managers to use a leadership style similar to those of higher-level managers.
- a. True
 - b. False

ANSWER: False
RATIONALE: This behavior is common at the conventional level, not at the postconventional level.

POINTS: 1
DIFFICULTY: Moderate
REFERENCES: p. 53
LEARNING OBJECTIVES: MGMT.LUSS.16.02-07 - LO: 02-07
NATIONAL STANDARDS: United States - BUSPROG - Analytic - Business knowledge and analytic skills
STATE STANDARDS: United States - IL - DISC: Leadership Principles - Other management specific knowledge and abilities
ACCREDITING STANDARDS: AACSB: Analytic - Analytic skills
TOPICS: Conceptual
KEYWORDS: BLOOMS: Knowledge

51. When people use unethical behavior, it is often due to some type of character flaw.
- a. True

b. False

ANSWER: False
RATIONALE: Most often, when people act unethically, it is not because they have some type of character flaw or were born bad.
POINTS: 1
DIFFICULTY: Moderate
REFERENCES: p. 52
LEARNING OBJECTIVES: MGMT.LUSS.16.02-07 - LO: 02-07
NATIONAL STANDARDS: United States - BUSPROG: Ethics
STATE STANDARDS: United States - IL - DISC: Individual Dynamics - Individual dynamics in organizations
ACCREDITING STANDARDS: AACSB: Ethics - Ethical and Legal understanding and reasoning abilities
TOPICS: Conceptual
KEYWORDS: BLOOMS: Comprehension

52. "I was only following orders; my boss told me to inflate the figures" is an example of displacement of responsibility.

- a. True
- b. False

ANSWER: True
POINTS: 1
DIFFICULTY: Easy
REFERENCES: p. 55
LEARNING OBJECTIVES: MGMT.LUSS.16.02-07 - LO: 02-07
NATIONAL STANDARDS: United States - BUSPROG: Ethics
STATE STANDARDS: United States - IL - DISC: Ethical Responsibilities - Ethical responsibilities in organizations and society
ACCREDITING STANDARDS: AACSB: Ethics - Ethical and Legal understanding and reasoning abilities
TOPICS: Conceptual
KEYWORDS: BLOOMS: Knowledge

53. Distortion of consequences is the process of using "cosmetic" words to make the behavior sound acceptable.

- a. True
- b. False

ANSWER: False
RATIONALE: Euphemistic labeling uses 'cosmetic' words to make the behavior sound acceptable.
POINTS: 1
DIFFICULTY: Moderate
REFERENCES: p. 53
LEARNING OBJECTIVES: MGMT.LUSS.16.02-07 - LO: 02-07
NATIONAL STANDARDS: United States - BUSPROG: Ethics
STATE STANDARDS: United States - IL - DISC: Ethical Responsibilities - Ethical responsibilities in organizations and society
ACCREDITING STANDARDS: AACSB: Ethics - Ethical and Legal understanding and reasoning abilities
TOPICS: Conceptual
KEYWORDS: BLOOMS: Knowledge

54. Under the stakeholder approach to ethics, one creates a win-win situation for relevant parties affected by the decision.

- a. True
- b. False

ANSWER: True
POINTS: 1
DIFFICULTY: Easy
REFERENCES: p. 57
LEARNING OBJECTIVES: MGMT.LUSS.16.02-08 - LO: 02-08
NATIONAL STANDARDS: United States - BUSPROG: Ethics
STATE STANDARDS: United States - IL - DISC: Ethical Responsibilities - Ethical responsibilities in organizations and society
ACCREDITING STANDARDS: AACSB: Ethics - Ethical and Legal understanding and reasoning abilities
TOPICS: Conceptual
KEYWORDS: BLOOMS: Knowledge

55. To determine if your decision is ethical, you can ask yourself, "Are all stakeholders happy?"

- a. True
- b. False

ANSWER: False
RATIONALE: The question to ask is: "Am I proud to tell relevant stakeholders my decision?"
POINTS: 1
DIFFICULTY: Easy
REFERENCES: p. 57
LEARNING OBJECTIVES: MGMT.LUSS.16.02-08 - LO: 02-08
NATIONAL STANDARDS: United States - BUSPROG: Ethics
STATE STANDARDS: United States - IL - DISC: Ethical Responsibilities - Ethical responsibilities in organizations and society
ACCREDITING STANDARDS: AACSB: Ethics - Ethical and Legal understanding and reasoning abilities
TOPICS: Conceptual
KEYWORDS: BLOOMS: Knowledge

Multiple Choice

56. Which of the following statements regarding personality is NOT true?

- a. Personality is developed based on genetics and environmental factors.
- b. Personality involves distinguishing personal characteristics.
- c. Personality affects behavior as well as perceptions and attitudes.
- d. Personality predicts behavior and job performance.

ANSWER: b
POINTS: 1
DIFFICULTY: Moderate
REFERENCES: p. 34
LEARNING OBJECTIVES: MGMT.LUSS.16.02-01 - LO: 02-01
NATIONAL STANDARDS: United States - BUSPROG - Analytic - Business knowledge and analytic skills
STATE STANDARDS: United States - IL - DISC: Individual Dynamics - Individual dynamics in organizations
ACCREDITING STANDARDS: AACSB: Analytic - Analytic skills
TOPICS: Conceptual

KEYWORDS:

BLOOMS: Knowledge

57. Which of the following is NOT a major reason for executive derailment?

- a. They used a bullying style viewed as intimidating, insensitive, and abrasive.
- b. They were viewed as being cold, aloof, and arrogant.
- c. They betrayed personal trust.
- d. They undermanaged.

ANSWER: d

POINTS: 1

DIFFICULTY: Moderate

REFERENCES: p. 35

LEARNING OBJECTIVES: MGMT.LUSS.16.02-01 - LO: 02-01

NATIONAL STANDARDS: United States - BUSPROG - Analytic - Business knowledge and analytic skills

STATE STANDARDS: United States - IL - DISC: Individual Dynamics - Individual dynamics in organizations

ACCREDITING STANDARDS: AACSB: Analytic - Analytic skills

TOPICS: Conceptual

KEYWORDS: **BLOOMS:** Comprehension

58. Which of the following is NOT a Big Five personality dimension?

- a. Surgency.
- b. Agreeableness.
- c. Adjustment.
- d. Attractiveness.

ANSWER: d

POINTS: 1

DIFFICULTY: Easy

REFERENCES: p. 36

LEARNING OBJECTIVES: MGMT.LUSS.16.02-02 - LO: 02-02

NATIONAL STANDARDS: United States - BUSPROG - Analytic - Business knowledge and analytic skills

STATE STANDARDS: United States - IL - DISC: Leadership Principles - Other management specific knowledge and abilities

ACCREDITING STANDARDS: AACSB: Analytic - Analytic skills

TOPICS: Conceptual

KEYWORDS: **BLOOMS:** Knowledge

59. One of your employees, Quanita, is loyal, highly committed and tends to get the job done. She is likely high on the _____ trait of the conscientiousness dimension?

- a. extraversion
- b. dependability
- c. flexibility
- d. emotional stability

ANSWER: b

POINTS: 1

DIFFICULTY: Moderate

REFERENCES: p. 38

LEARNING OBJECTIVES: MGMT.LUSS.16.02-02 - LO: 02-02

NATIONAL STANDARDS: United States - BUSPROG - Analytic - Business knowledge and analytic skills
STATE STANDARDS: United States - IL - DISC: Leadership Principles - Other management specific knowledge and abilities
ACCREDITING STANDARDS: AACSB: Analytic - Analytic skills
TOPICS: Conceptual
KEYWORDS: BLOOMS: Comprehension

60. Of the Big Five personality dimensions, the highest correlation with leadership is:
- conscientiousness.
 - openness to experience.
 - urgency.
 - adjustment.

ANSWER: c
POINTS: 1
DIFFICULTY: Moderate
REFERENCES: p. 34
LEARNING OBJECTIVES: MGMT.LUSS.16.02-02 - LO: 02-02
NATIONAL STANDARDS: United States - BUSPROG - Analytic - Business knowledge and analytic skills
STATE STANDARDS: United States - IL - DISC: Leadership Principles - Other management specific knowledge and abilities
ACCREDITING STANDARDS: AACSB: Analytic - Analytic skills
TOPICS: Conceptual
KEYWORDS: BLOOMS: Knowledge

61. Which of the following is NOT a trait of an effective leader?
- Dominance.
 - High energy.
 - Intelligence.
 - Eye color.

ANSWER: d
POINTS: 1
DIFFICULTY: Moderate
REFERENCES: p. 36
LEARNING OBJECTIVES: MGMT.LUSS.16.02-02 - LO: 02-02
NATIONAL STANDARDS: United States - BUSPROG - Analytic - Business knowledge and analytic skills
STATE STANDARDS: United States - IL - DISC: Leadership Principles - Other management specific knowledge and abilities
ACCREDITING STANDARDS: AACSB: Analytic - Analytic skills
TOPICS: Conceptual
KEYWORDS: BLOOMS: Comprehension

62. Self-confidence is best categorized as the ____ Big Five dimension.
- adjustment
 - agreeableness
 - urgency
 - conscientiousness

ANSWER: a
POINTS: 1
DIFFICULTY: Moderate
REFERENCES: p. 17
LEARNING OBJECTIVES: MGMT.LUSS.16.02-02 - LO: 02-02
NATIONAL STANDARDS: United States - BUSPROG - Analytic - Business knowledge and analytic skills
STATE STANDARDS: United States - IL - DISC: Leadership Principles - Other management specific knowledge and abilities
ACCREDITING STANDARDS: AACSB: Analytic - Analytic skills
TOPICS: Conceptual
KEYWORDS: BLOOMS: Knowledge

63. Which of the following is the best predictor of job performance?
- a. Locus of control.
 - b. Flexibility.
 - c. Integrity.
 - d. Intelligence.

ANSWER: d
POINTS: 1
DIFFICULTY: Moderate
REFERENCES: p. 39
LEARNING OBJECTIVES: MGMT.LUSS.16.02-02 - LO: 02-02
NATIONAL STANDARDS: United States - BUSPROG - Analytic - Business knowledge and analytic skills
STATE STANDARDS: United States - IL - DISC: Leadership Principles - Other management specific knowledge and abilities
ACCREDITING STANDARDS: AACSB: Analytic - Analytic skills
TOPICS: Conceptual
KEYWORDS: BLOOMS: Knowledge

64. Which of the following statements regarding emotional intelligence (EI) is TRUE?
- a. EI is the ability to work well with people.
 - b. An offshoot of EI is IQ (intelligence quotient).
 - c. IQ outweighs EI when it comes to personal achievement.
 - d. There are five components of EI.

ANSWER: a
POINTS: 1
DIFFICULTY: Moderate
REFERENCES: p. 37
LEARNING OBJECTIVES: MGMT.LUSS.16.02-02 - LO: 02-02
NATIONAL STANDARDS: United States - BUSPROG - Analytic - Business knowledge and analytic skills
STATE STANDARDS: United States - IL - DISC: Leadership Principles - Other management specific knowledge and abilities
ACCREDITING STANDARDS: AACSB: Analytic - Analytic skills
TOPICS: Conceptual
KEYWORDS: BLOOMS: Comprehension

65. Emotional intelligence includes all of the following EXCEPT:

- a. self-awareness.
- b. social awareness.
- c. self-management.
- d. self-concept.

ANSWER: d

POINTS: 1

DIFFICULTY: Moderate

REFERENCES: p. 37

LEARNING OBJECTIVES: MGMT.LUSS.16.02-02 - LO: 02-02

NATIONAL STANDARDS: United States - BUSPROG - Analytic - Business knowledge and analytic skills

STATE STANDARDS: United States - IL - DISC: Leadership Principles - Other management specific knowledge and abilities

ACCREDITING STANDARDS: AACSB: Analytic - Analytic skills

TOPICS: Conceptual

KEYWORDS: BLOOMS: Knowledge

66. ____ is dependent on the other three EI approaches.

- a. Social awareness
- b. Self-awareness
- c. Relationship management
- d. Self-management

ANSWER: c

POINTS: 1

DIFFICULTY: Moderate

REFERENCES: p. 37

LEARNING OBJECTIVES: MGMT.LUSS.16.02-02 - LO: 02-02

NATIONAL STANDARDS: United States - BUSPROG - Analytic - Business knowledge and analytic skills

STATE STANDARDS: United States - IL - DISC: Leadership Principles - Other management specific knowledge and abilities

ACCREDITING STANDARDS: AACSB: Analytic - Analytic skills

TOPICS: Conceptual

KEYWORDS: BLOOMS: Comprehension

67. Emotional intelligence is related to which of the following Big Five personality dimensions?

- a. Surgency.
- b. Openness to experience.
- c. Agreeableness.
- d. Conscientiousness.

ANSWER: c

POINTS: 1

DIFFICULTY: Moderate

REFERENCES: p. 37

LEARNING OBJECTIVES: MGMT.LUSS.16.02-02 - LO: 02-02

NATIONAL STANDARDS: United States - BUSPROG - Analytic - Business knowledge and analytic skills

STATE STANDARDS: United States - IL - DISC: Leadership Principles - Other management specific knowledge

and abilities

ACCREDITING STANDARDS: AACSB: Analytic - Analytic skills

TOPICS: Conceptual

KEYWORDS: BLOOMS: Knowledge

68. The _____ trait affects all the other traits related to effective leaders.

- a. self-confidence
- b. dependability
- c. dominance
- d. sociability

ANSWER: c

POINTS: 1

DIFFICULTY: Moderate

REFERENCES: p. 36

LEARNING OBJECTIVES: MGMT.LUSS.16.02-03 - LO: 02-03

NATIONAL STANDARDS: United States - BUSPROG - Analytic - Business knowledge and analytic skills

STATE STANDARDS: United States - IL - DISC: Leadership Principles - Other management specific knowledge and abilities

ACCREDITING STANDARDS: AACSB: Analytic - Analytic skills

TOPICS: Conceptual

KEYWORDS: BLOOMS: Comprehension

69. Which of the following is NOT a belief of David McClelland?

- a. Needs are based on personality.
- b. All people possess the need for achievement, power, and affiliation, but to varying degrees.
- c. Our needs are motivated by our behavior.
- d. Needs are developed as we interact with the environment.

ANSWER: c

POINTS: 1

DIFFICULTY: Moderate

REFERENCES: p. 41

LEARNING OBJECTIVES: MGMT.LUSS.16.02-04 - LO: 02-04

NATIONAL STANDARDS: United States - BUSPROG - Analytic - Business knowledge and analytic skills

STATE STANDARDS: United States - IL - DISC: Leadership Principles - Other management specific knowledge and abilities

ACCREDITING STANDARDS: AACSB: Analytic - Analytic skills

TOPICS: Conceptual

KEYWORDS: BLOOMS: Comprehension

70. High n Pow is categorized as the Big Five dimension of _____.

- a. surgency
- b. agreeableness
- c. conscientiousness
- d. openness to experience

ANSWER: a

POINTS: 1

DIFFICULTY: Easy
REFERENCES: p. 41
LEARNING OBJECTIVES: MGMT.LUSS.16.02-04 - LO: 02-04
NATIONAL STANDARDS: United States - BUSPROG - Analytic - Business knowledge and analytic skills
STATE STANDARDS: United States - IL - DISC: Leadership Principles - Other management specific knowledge and abilities
ACCREDITING STANDARDS: AACSB: Analytic - Analytic skills
TOPICS: Conceptual
KEYWORDS: BLOOMS: Knowledge

71. The Leader Motive Profile (LMP) includes a:

- a. high need for achievement.
- b. moderate need for power.
- c. low need for achievement.
- d. high need for power.

ANSWER: d
POINTS: 1
DIFFICULTY: Easy
REFERENCES: p, 43
LEARNING OBJECTIVES: MGMT.LUSS.16.02-04 - LO: 02-04
NATIONAL STANDARDS: United States - BUSPROG - Analytic - Business knowledge and analytic skills
STATE STANDARDS: United States - IL - DISC: Leadership Principles - Other management specific knowledge and abilities
ACCREDITING STANDARDS: AACSB: Analytic - Analytic skills
TOPICS: Conceptual
KEYWORDS: BLOOMS: Knowledge

72. The Leader Motive Profile (LMP) defines which motive as the highest need for leaders?

- a. Achievement.
- b. Power.
- c. Affiliation.
- d. Enjoyment.

ANSWER: b
POINTS: 1
DIFFICULTY: Easy
REFERENCES: p. 43
LEARNING OBJECTIVES: MGMT.LUSS.16.02-04 - LO: 02-04
NATIONAL STANDARDS: United States - BUSPROG - Analytic - Business knowledge and analytic skills
STATE STANDARDS: United States - IL - DISC: Leadership Principles - Other management specific knowledge and abilities
ACCREDITING STANDARDS: AACSB: Analytic - Analytic skills
TOPICS: Conceptual
KEYWORDS: BLOOMS: Knowledge

73. ____ are positive or negative feelings about people, things, and issues.

- a. Attitudes

- b. Norms
- c. Beliefs
- d. Traits

ANSWER: a

POINTS: 1

DIFFICULTY: Easy

REFERENCES: p. 45

LEARNING OBJECTIVES: MGMT.LUSS.16.02-06 - LO: 02-06

NATIONAL STANDARDS: United States - BUSPROG - Analytic - Business knowledge and analytic skills

STATE STANDARDS: United States - IL - DISC: Leadership Principles - Other management specific knowledge and abilities

ACCREDITING STANDARDS: AACSB: Analytic - Analytic skills

TOPICS: Conceptual

KEYWORDS: BLOOMS: Knowledge

74. "If you want something done right, do it yourself" is an example of ____ attitudes.
- a. Theory X
 - b. Theory Y
 - c. Theory Z
 - d. XYZ Profile

ANSWER: a

POINTS: 1

DIFFICULTY: Moderate

REFERENCES: p. 46 - self-assessment 2-5

LEARNING OBJECTIVES: MGMT.LUSS.16.02-05 - LO: 02-05

NATIONAL STANDARDS: United States - BUSPROG - Analytic - Business knowledge and analytic skills

STATE STANDARDS: United States - IL - DISC: Leadership Principles - Other management specific knowledge and abilities

ACCREDITING STANDARDS: AACSB: Analytic - Analytic skills

TOPICS: Conceptual

KEYWORDS: BLOOMS: Comprehension

75. "If the manager is not around, employees will work just as hard" is an example of ____ attitudes.
- a. Theory Y
 - b. Theory X
 - c. Theory Z
 - d. XYZ Profile

ANSWER: a

POINTS: 1

DIFFICULTY: Moderate

REFERENCES: p. 46. self-assessment 2-5

LEARNING OBJECTIVES: MGMT.LUSS.16.02-05 - LO: 02-05

NATIONAL STANDARDS: United States - BUSPROG - Analytic - Business knowledge and analytic skills

STATE STANDARDS: United States - IL - DISC: Leadership Principles - Other management specific knowledge and abilities

ACCREDITING STANDARDS: AACSB: Analytic - Analytic skills

TOPICS: Conceptual
KEYWORDS: BLOOMS: Comprehension

76. Managers with Theory X attitudes tend to:
- display more participative leadership styles.
 - use internal motivation and rewards.
 - use external means of controls.
 - have a positive, optimistic view of employees.

ANSWER: c
POINTS: 1
DIFFICULTY: Moderate
REFERENCES: p. 47
LEARNING OBJECTIVES: MGMT.LUSS.16.02-05 - LO: 02-05
NATIONAL STANDARDS: United States - BUSPROG - Analytic - Business knowledge and analytic skills
STATE STANDARDS: United States - IL - DISC: Leadership Principles - Other management specific knowledge and abilities
ACCREDITING STANDARDS: AACSB: Analytic - Analytic skills
TOPICS: Conceptual
KEYWORDS: BLOOMS: Comprehension

77. A manager from a prestigious university believed that employees who were from "lesser schools" lacked sufficient intelligence and motivation for the high-tech firm that she led. She set goals for these employees low, and did not trust them with certain important tasks or company information. Over time, the employees started to exhibit behaviors consistent with the manager's beliefs and actions. They tended to show dissatisfaction and low performance. At length, many of them quit. This would be an example of:
- Theory Y attitudes.
 - the Pygmalion effect.
 - negative self-concept.
 - a positive role model.

ANSWER: b
POINTS: 1
DIFFICULTY: Challenging
REFERENCES: p. 47
LEARNING OBJECTIVES: MGMT.LUSS.16.02-05 - LO: 02-05
NATIONAL STANDARDS: United States - BUSPROG - Analytic - Business knowledge and analytic skills
STATE STANDARDS: United States - IL - DISC: Leadership Principles - Other management specific knowledge and abilities
ACCREDITING STANDARDS: AACSB: Analytic - Analytic skills
TOPICS: Conceptual
KEYWORDS: BLOOMS: Comprehension

78. ____ refers to the positive or negative attitudes people have about themselves.
- Self-concept
 - Self-confidence
 - Self-efficacy
 - Self-focus

ANSWER: a

POINTS: 1
DIFFICULTY: Moderate
REFERENCES: p. 48
LEARNING OBJECTIVES: MGMT.LUSS.16.02-05 - LO: 02-05
NATIONAL STANDARDS: United States - BUSPROG - Analytic - Business knowledge and analytic skills
STATE STANDARDS: United States - IL - DISC: Leadership Principles - Other management specific knowledge and abilities
ACCREDITING STANDARDS: AACSB: Analytic - Analytic skills
TOPICS: Conceptual
KEYWORDS: BLOOMS: Knowledge

79. ____ is the belief in one's capability to perform in a specific situation.
- a. Self-concept
 - b. Self-confidence
 - c. Self-efficacy
 - d. Self-focus

ANSWER: c
POINTS: 1
DIFFICULTY: Moderate
REFERENCES: p. 48
LEARNING OBJECTIVES: MGMT.LUSS.16.02-05 - LO: 02-05
NATIONAL STANDARDS: United States - BUSPROG - Analytic - Business knowledge and analytic skills
STATE STANDARDS: United States - IL - DISC: Leadership Principles - Other management specific knowledge and abilities
ACCREDITING STANDARDS: AACSB: Analytic - Analytic skills
TOPICS: Conceptual
KEYWORDS: BLOOMS: Knowledge

80. Which of the following is NOT one of the guidelines to developing a more positive attitude and self-concept?
- a. Be a positive role model.
 - b. Accept compliments.
 - c. Set and achieve goals.
 - d. When things go wrong, buy yourself something nice.

ANSWER: d
POINTS: 1
DIFFICULTY: Easy
REFERENCES: p. 48-49
LEARNING OBJECTIVES: MGMT.LUSS.16.02-05 - LO: 02-05
NATIONAL STANDARDS: United States - BUSPROG - Analytic - Business knowledge and analytic skills
STATE STANDARDS: United States - IL - DISC: Individual Dynamics - Individual dynamics in organizations
ACCREDITING STANDARDS: AACSB: Analytic - Analytic skills
TOPICS: Conceptual
KEYWORDS: BLOOMS: Comprehension

81. As a leader, you know that your expectations and treatment of your employees influence and can predict how they will behave, how they will perform. This indicates that you know about ____.

- a. self-concept theory
- b. the impact of the situation on behavior
- c. moral development
- d. the Pygmalion effect

ANSWER: d

POINTS: 1

DIFFICULTY: Moderate

REFERENCES: p. 47

LEARNING OBJECTIVES: MGMT.LUSS.16.02-05 - LO: 02-05

NATIONAL STANDARDS: United States - BUSPROG - Analytic - Business knowledge and analytic skills

STATE STANDARDS: United States - IL - DISC: Leadership Principles - Other management specific knowledge and abilities

ACCREDITING STANDARDS: AACSB: Analytic - Analytic skills

TOPICS: Conceptual

KEYWORDS: BLOOMS: Comprehension

82. If the leader typically is afraid to make decisions, is unassertive, and is self-blaming when things go wrong, the leader is displaying a:

- a. Theory Y positive self-concept.
- b. Theory Y negative self-concept.
- c. Theory X positive self-concept.
- d. Theory X negative self-concept.

ANSWER: b

POINTS: 1

DIFFICULTY: Moderate

REFERENCES: p. 49, Exhibit 2.4

LEARNING OBJECTIVES: MGMT.LUSS.16.02-06 - LO: 02-06

NATIONAL STANDARDS: United States - BUSPROG - Analytic - Business knowledge and analytic skills

STATE STANDARDS: United States - IL - DISC: Leadership Principles - Other management specific knowledge and abilities

ACCREDITING STANDARDS: AACSB: Analytic - Analytic skills

TOPICS: Conceptual

KEYWORDS: BLOOMS: Comprehension

83. If the leader typically is bossy, pushy, and impatient; does much criticizing with little praising; and is very autocratic, the leader is displaying a:

- a. Theory Y positive self-concept.
- b. Theory Y negative self-concept.
- c. Theory X positive self-concept.
- d. Theory X negative self-concept.

ANSWER: c

POINTS: 1

DIFFICULTY: Moderate

REFERENCES: p. 49, Exhibit 2.4

LEARNING OBJECTIVES: MGMT.LUSS.16.02-06 - LO: 02-06

NATIONAL STANDARDS: United States - BUSPROG - Analytic - Business knowledge and analytic skills

STATE STANDARDS: United States - IL - DISC: Leadership Principles - Other management specific knowledge and abilities
ACCREDITING STANDARDS: AACSB: Analytic - Analytic skills
TOPICS: Conceptual
KEYWORDS: BLOOMS: Comprehension

84. Ethics is defined as:
- the standards of right and wrong that influence behavior.
 - creating a win-win situation for all stakeholders.
 - adhering to legal limits.
 - what top management thinks is right.

ANSWER: a
POINTS: 1
DIFFICULTY: Easy
REFERENCES: p. 51
LEARNING OBJECTIVES: MGMT.LUSS.16.02-06 - LO: 02-06
NATIONAL STANDARDS: United States - BUSPROG: Ethics
STATE STANDARDS: United States - IL - DISC: Ethical Responsibilities - Ethical responsibilities in organizations and society
ACCREDITING STANDARDS: AACSB: Ethics - Ethical and Legal understanding and reasoning abilities
TOPICS: Conceptual
KEYWORDS: BLOOMS: Knowledge

85. Which of the following legislative acts helps protect whistleblowers?
- The Whistleblower Protection Act.
 - The Sarbanes-Oxley Act.
 - The Ethical Informant Act.
 - The Andersen-Arthur Act.

ANSWER: b
POINTS: 1
DIFFICULTY: Easy
REFERENCES: p. 51
LEARNING OBJECTIVES: MGMT.LUSS.16.02-06 - LO: 02-06
NATIONAL STANDARDS: United States - BUSPROG: Ethics
STATE STANDARDS: United States - IL - DISC: Legal Responsibilities - Legal Responsibilities
ACCREDITING STANDARDS: AACSB: Ethics - Ethical and Legal understanding and reasoning abilities
TOPICS: Conceptual
KEYWORDS: BLOOMS: Knowledge

86. All of the following affect ethical behavior EXCEPT:
- personality traits.
 - attitudes.
 - leader–follower relations.
 - the situation.

ANSWER: c
POINTS: 1

DIFFICULTY: Easy
REFERENCES: p. 52
LEARNING OBJECTIVES: MGMT.LUSS.16.02-07 - LO: 02-07
NATIONAL STANDARDS: United States - BUSPROG: Ethics
STATE STANDARDS: United States - IL - DISC: Ethical Responsibilities - Ethical responsibilities in organizations and society
ACCREDITING STANDARDS: AACSB: Ethics - Ethical and Legal understanding and reasoning abilities
TOPICS: Conceptual
KEYWORDS: BLOOMS: Comprehension

87. Unethical behavior is more likely to occur in people who:
- are open to new experiences.
 - work in an office setting.
 - are emotionally unstable and have an external locus of control.
 - have a strong moral development.

ANSWER: c
POINTS: 1
DIFFICULTY: Moderate
REFERENCES: p. 52
LEARNING OBJECTIVES: MGMT.LUSS.16.02-07 - LO: 02-07
NATIONAL STANDARDS: United States - BUSPROG: Ethics
STATE STANDARDS: United States - IL - DISC: Ethical Responsibilities - Ethical responsibilities in organizations and society
ACCREDITING STANDARDS: AACSB: Ethics - Ethical and Legal understanding and reasoning abilities
TOPICS: Conceptual
KEYWORDS: BLOOMS: Comprehension

88. ____ refers to understanding right from wrong and choosing to do the right thing.
- Personality
 - Moral development
 - Ethics
 - Moral justification

ANSWER: b
POINTS: 1
DIFFICULTY: Easy
REFERENCES: p. 52
LEARNING OBJECTIVES: MGMT.LUSS.16.02-07 - LO: 02-07
NATIONAL STANDARDS: United States - BUSPROG: Ethics
STATE STANDARDS: United States - IL - DISC: Ethical Responsibilities - Ethical responsibilities in organizations and society
ACCREDITING STANDARDS: AACSB: Ethics - Ethical and Legal understanding and reasoning abilities
TOPICS: Conceptual
KEYWORDS: BLOOMS: Knowledge

89. The three levels of moral development are:
- preconventional, conventional, and postconventional.

- b. pre-ethical, ethical, and postethical.
- c. bad choice, neutral, and good choice.
- d. undeveloped, developed, and well developed.

ANSWER: a
POINTS: 1
DIFFICULTY: Easy
REFERENCES: p. 53
LEARNING OBJECTIVES: MGMT.LUSS.16.02-07 - LO: 02-07
NATIONAL STANDARDS: United States - BUSPROG: Ethics
STATE STANDARDS: United States - IL - DISC: Ethical Responsibilities - Ethical responsibilities in organizations and society
ACCREDITING STANDARDS: AACSB: Ethics - Ethical and Legal understanding and reasoning abilities
TOPICS: Conceptual
KEYWORDS: BLOOMS: Knowledge

90. At the preconventional level of moral development, which of the following motivate(s) behavior?
- a. Living up to expectations of acceptable behavior defined by others.
 - b. Universal principles of right and wrong.
 - c. Self-interest.
 - d. Personality.

ANSWER: c
POINTS: 1
DIFFICULTY: Moderate
REFERENCES: p. 53, Exhibit 2.5
LEARNING OBJECTIVES: MGMT.LUSS.16.02-07 - LO: 02-07
NATIONAL STANDARDS: United States - BUSPROG: Ethics
STATE STANDARDS: United States - IL - DISC: Ethical Responsibilities - Ethical responsibilities in organizations and society
ACCREDITING STANDARDS: AACSB: Ethics - Ethical and Legal understanding and reasoning abilities
TOPICS: Conceptual
KEYWORDS: BLOOMS: Knowledge

91. At the conventional level of moral development, which of the following motivate(s) behavior?
- a. Living up to expectations of acceptable behavior defined by others.
 - b. Universal principles of right and wrong.
 - c. Self-interest.
 - d. Personality.

ANSWER: a
POINTS: 1
DIFFICULTY: Moderate
REFERENCES: p. 53, Exhibit 2.5
LEARNING OBJECTIVES: MGMT.LUSS.16.02-07 - LO: 02-07
NATIONAL STANDARDS: United States - BUSPROG: Ethics
STATE STANDARDS: United States - IL - DISC: Ethical Responsibilities - Ethical responsibilities in organizations and society
ACCREDITING STANDARDS: AACSB: Ethics - Ethical and Legal understanding and reasoning abilities

TOPICS: Conceptual
KEYWORDS: BLOOMS: Knowledge

92. Lower-level managers at the conventional level of moral development tend to:

- a. be autocratic toward others.
- b. use a leadership style similar to that of higher-level managers.
- c. be visionary.
- d. be committed to serving others.

ANSWER: b
POINTS: 1
DIFFICULTY: Moderate
REFERENCES: p. 53, Exhibit 2.5
LEARNING OBJECTIVES: MGMT.LUSS.16.02-07 - LO: 02-07
NATIONAL STANDARDS: United States - BUSPROG: Ethics
STATE STANDARDS: United States - IL - DISC: Ethical Responsibilities - Ethical responsibilities in organizations and society
ACCREDITING STANDARDS: AACSB: Ethics - Ethical and Legal understanding and reasoning abilities
TOPICS: Conceptual
KEYWORDS: BLOOMS: Knowledge

93. Leaders at the postconventional level of moral development tend to:

- a. use moral justification.
- b. be autocratic toward others.
- c. be visionary.
- d. use their position for personal advantage.

ANSWER: c
POINTS: 1
DIFFICULTY: Moderate
REFERENCES: p. 53, Exhibit 2.5
LEARNING OBJECTIVES: MGMT.LUSS.16.02-07 - LO: 02-07
NATIONAL STANDARDS: United States - BUSPROG: Ethics
STATE STANDARDS: United States - IL - DISC: Ethical Responsibilities - Ethical responsibilities in organizations and society
ACCREDITING STANDARDS: AACSB: Ethics - Ethical and Legal understanding and reasoning abilities
TOPICS: Conceptual
KEYWORDS: BLOOMS: Knowledge

94. Because we all want to view ourselves in a positive manner, when we use unethical behavior, we often justify the behavior to protect our ____ so that we don't have to feel bad.

- a. personality
- b. ego
- c. self-concept
- d. job

ANSWER: c
POINTS: 1
DIFFICULTY: Moderate

REFERENCES: p. 54
LEARNING OBJECTIVES: MGMT.LUSS.16.02-07 - LO: 02-07
NATIONAL STANDARDS: United States - BUSPROG: Ethics
STATE STANDARDS: United States - IL - DISC: Ethical Responsibilities - Ethical responsibilities in organizations and society
ACCREDITING STANDARDS: AACSB: Ethics - Ethical and Legal understanding and reasoning abilities
TOPICS: Conceptual
KEYWORDS: BLOOMS: Knowledge

95. The process of reinterpreting immoral behavior as justification for its occurrence is known as:

- a. behavior modification.
- b. agreeableness.
- c. postbehavior justification.
- d. higher purpose.

ANSWER: d
POINTS: 1
DIFFICULTY: Moderate
REFERENCES: p. 54-55
LEARNING OBJECTIVES: MGMT.LUSS.16.02-07 - LO: 02-07
NATIONAL STANDARDS: United States - BUSPROG: Ethics
STATE STANDARDS: United States - IL - DISC: Ethical Responsibilities - Ethical responsibilities in organizations and society
ACCREDITING STANDARDS: AACSB: Ethics - Ethical and Legal understanding and reasoning abilities
TOPICS: Conceptual
KEYWORDS: BLOOMS: Knowledge

96. The process of blaming one's unethical behavior on others is known as:

- a. distortion of consequences.
- b. displacement of responsibility.
- c. attribution of blame.
- d. diffusion of responsibility.

ANSWER: b
POINTS: 1
DIFFICULTY: Moderate
REFERENCES: p. 55
LEARNING OBJECTIVES: MGMT.LUSS.16.02-07 - LO: 02-07
NATIONAL STANDARDS: United States - BUSPROG: Ethics
STATE STANDARDS: United States - IL - DISC: Ethical Responsibilities - Ethical responsibilities in organizations and society
ACCREDITING STANDARDS: AACSB: Ethics - Ethical and Legal understanding and reasoning abilities
TOPICS: Conceptual
KEYWORDS: BLOOMS: Knowledge

97. "We all take office supplies home" is an example of:

- a. euphemistic labeling.
- b. attribution of blame.

c. displacement of responsibility.

d. diffusion of responsibility.

ANSWER: d
POINTS: 1
DIFFICULTY: Moderate
REFERENCES: p. 55
LEARNING OBJECTIVES: MGMT.LUSS.16.02-07 - LO: 02-07
NATIONAL STANDARDS: United States - BUSPROG: Ethics
STATE STANDARDS: United States - IL - DISC: Ethical Responsibilities - Ethical responsibilities in organizations and society
ACCREDITING STANDARDS: AACSB: Ethics - Ethical and Legal understanding and reasoning abilities
TOPICS: Conceptual
KEYWORDS: BLOOMS: Comprehension

98. As a leader or manager, it is important for you to know what influences ethical and unethical behavior. Which of the following is NOT likely to encourage unethical behavior?

- a. Highly competitive and unsupervised situations.
- b. The absence of a formal ethics policy or code of ethics.
- c. When ethical behavior is punished.
- d. When there is diffusion of responsibility.

ANSWER: c
POINTS: 1
DIFFICULTY: Moderate
REFERENCES: p. 54
LEARNING OBJECTIVES: MGMT.LUSS.16.02-07 - LO: 02-07
NATIONAL STANDARDS: United States - BUSPROG: Ethics
STATE STANDARDS: United States - IL - DISC: Ethical Responsibilities - Ethical responsibilities in organizations and society
ACCREDITING STANDARDS: AACSB: Ethics - Ethical and Legal understanding and reasoning abilities
TOPICS: Conceptual
KEYWORDS: BLOOMS: Comprehension

99. The four-way test:

- a. is a means of identifying potential whistleblowers within an organizational setting.
- b. is a generic means of assessing whether a business transaction is ethical.
- c. relies on Theory Y attitudes.
- d. only needs a 'yes' answer to one of the four questions to be considered ethical.

ANSWER: b
POINTS: 1
DIFFICULTY: Moderate
REFERENCES: p. 56
LEARNING OBJECTIVES: MGMT.LUSS.16.02-07 - LO: 02-07
NATIONAL STANDARDS: United States - BUSPROG: Ethics
STATE STANDARDS: United States - IL - DISC: Ethical Responsibilities - Ethical responsibilities in organizations and society
ACCREDITING STANDARDS: AACSB: Ethics - Ethical and Legal understanding and reasoning abilities

TOPICS: Conceptual
KEYWORDS: BLOOMS: Comprehension

100. Which of the following is NOT one of the questions of the four-way test?

- a. Will it be beneficial to all concerned?
- b. Is it ethical?
- c. Is it the truth?
- d. Is it fair to all concerned?

ANSWER: b

POINTS: 1

DIFFICULTY: Moderate

REFERENCES: p. 56

LEARNING OBJECTIVES: MGMT.LUSS.16.02-07 - LO: 02-07

NATIONAL STANDARDS: United States - BUSPROG: Ethics

STATE STANDARDS: United States - IL - DISC: Ethical Responsibilities - Ethical responsibilities in organizations and society

ACCREDITING STANDARDS: AACSB: Ethics - Ethical and Legal understanding and reasoning abilities

TOPICS: Conceptual

KEYWORDS: BLOOMS: Comprehension

101. Creating a win-win situation for all relevant parties so that everyone benefits from the decision is known as:

- a. ethics.
- b. the golden rule.
- c. a compromise.
- d. the stakeholder approach to ethics.

ANSWER: d

POINTS: 1

DIFFICULTY: Easy

REFERENCES: p. 57

LEARNING OBJECTIVES: MGMT.LUSS.16.02-08 - LO: 02-08

NATIONAL STANDARDS: United States - BUSPROG: Ethics

STATE STANDARDS: United States - IL - DISC: Ethical Responsibilities - Ethical responsibilities in organizations and society

ACCREDITING STANDARDS: AACSB: Ethics - Ethical and Legal understanding and reasoning abilities

TOPICS: Conceptual

KEYWORDS: BLOOMS: Knowledge

102. To determine if your decision is ethical from a stakeholder approach, which of the following questions should be asked?

- a. "Am I proud to tell relevant stakeholders my decision?"
- b. "Am I proud to tell my manager about my decision?"
- c. "Is it in my best interest?"
- d. "What difference does it make anyway?"

ANSWER: a

POINTS: 1

DIFFICULTY: Medium

REFERENCES: p. 57
LEARNING OBJECTIVES: MGMT.LUSS.16.02-08 - LO: 02-08
NATIONAL STANDARDS: United States - BUSPROG: Ethics
STATE STANDARDS: United States - IL - DISC: Ethical Responsibilities - Ethical responsibilities in organizations and society
ACCREDITING STANDARDS: AACSB: Ethics - Ethical and Legal understanding and reasoning abilities
TOPICS: Conceptual
KEYWORDS: BLOOMS: Knowledge

Subjective Short Answer

103. Describe the Big Five personality dimensions.

ANSWER: The *urgency* personality dimension includes leadership and extraversion traits.
The *agreeableness* personality dimension includes traits related to getting along with people.
The *adjustment* personality dimension includes traits related to emotional stability.
The *conscientiousness* personality dimension includes traits related to achievement.
The *openness-to-experience* personality dimension includes traits related to being willing to change and try new things.

POINTS: 1

DIFFICULTY: Moderate

REFERENCES: p. 34, Exhibit 2.2

LEARNING OBJECTIVES: MGMT.LUSS.16.02-02 - LO: 02-02

NATIONAL STANDARDS: United States - BUSPROG - Analytic - Business knowledge and analytic skills

STATE STANDARDS: United States - IL - DISC: Leadership Principles - Other management specific knowledge and abilities

ACCREDITING STANDARDS: AACSB: Analytic - Analytic skills
AACSB: Communication - Communication Abilities

TOPICS: Conceptual

KEYWORDS: BLOOMS: Comprehension

104. Explain the universality of traits of effective leaders.

ANSWER: Traits are universal in the sense that there are certain traits that most effective leaders have. However, traits are not universal in the sense that there is no one list of traits that is clearly accepted by all researchers, and not all effective leaders have all the traits.

POINTS: 1

DIFFICULTY: Moderate

REFERENCES: p. 35

LEARNING OBJECTIVES: MGMT.LUSS.16.02-01 - LO: 02-01

NATIONAL STANDARDS: United States - BUSPROG - Analytic - Business knowledge and analytic skills

STATE STANDARDS: United States - IL - DISC: Leadership Principles - Other management specific knowledge and abilities

ACCREDITING STANDARDS: AACSB: Analytic - Analytic skills
AACSB: Communication - Communication Abilities

KEYWORDS: BLOOMS: Comprehension

105. Discuss why the trait of dominance is so important for managers to have.

ANSWER: Because the dominance trait is based on the desire to be a leader, this trait affects the

other traits in a positive or negative way based on that desire.

<i>POINTS:</i>	1
<i>DIFFICULTY:</i>	Moderate
<i>REFERENCES:</i>	p. 36
<i>LEARNING OBJECTIVES:</i>	MGMT.LUSS.16.02-03 - LO: 02-03
<i>NATIONAL STANDARDS:</i>	United States - BUSPROG - Analytic - Business knowledge and analytic skills
<i>STATE STANDARDS:</i>	United States - IL - DISC: Leadership Principles - Other management specific knowledge and abilities
<i>ACCREDITING STANDARDS:</i>	AACSB: Analytic - Analytic skills AACSB: Communication - Communication Abilities
<i>TOPICS:</i>	Conceptual
<i>KEYWORDS:</i>	BLOOMS: Comprehension

106. State how the Achievement Motivation Theory and the Leader Motive Profile are related and different.

ANSWER: Achievement Motivation and Leader Motive Profile theories are related because both are based on the need for achievement, power, and affiliation. They are different because the Achievement Motivation Theory is a general motive profile for explaining and predicting behavior and performance, while the LMP is the one profile that specifically explains and predicts leadership success.

<i>POINTS:</i>	1
<i>DIFFICULTY:</i>	Moderate
<i>REFERENCES:</i>	p. 41-43
<i>LEARNING OBJECTIVES:</i>	MGMT.LUSS.16.02-04 - LO: 02-04
<i>NATIONAL STANDARDS:</i>	United States - BUSPROG - Analytic - Business knowledge and analytic skills
<i>STATE STANDARDS:</i>	United States - IL - DISC: Leadership Principles - Other management specific knowledge and abilities
<i>ACCREDITING STANDARDS:</i>	AACSB: Analytic - Analytic skills AACSB: Communication - Communication Abilities
<i>TOPICS:</i>	Conceptual
<i>KEYWORDS:</i>	BLOOMS: Comprehension

107. Identify similarities and differences among Theory X and Theory Y, the Pygmalion effect, and self-concept.

ANSWER: The concept of Theory X and Theory Y is similar to the Pygmalion effect, because both theories focus on the leader's attitude about the followers. The Pygmalion effect extends Theory X and Theory Y attitudes by including the leader's expectations and how he or she treats the followers, using this information to explain and predict followers' behavior and performance. In contrast, Theory X and Theory Y focus on the leader's behavior and performance. Both approaches are different from self-concept because they examine the leader's attitudes about others, whereas self-concept relates to the leader's attitude about him- or herself. Self-concept is also different because it focuses on how the leader's attitude about him- or herself affects his or her behavior and performance.

<i>POINTS:</i>	1
<i>DIFFICULTY:</i>	Challenging
<i>REFERENCES:</i>	p. 46-49
<i>LEARNING OBJECTIVES:</i>	MGMT.LUSS.16.02-05 - LO: 02-05
<i>NATIONAL STANDARDS:</i>	United States - BUSPROG - Analytic - Business knowledge and analytic skills
<i>STATE STANDARDS:</i>	United States - IL - DISC: Leadership Principles - Other management specific knowledge and abilities

ACCREDITING STANDARDS: AACSB: Analytic - Analytic skills
AACSB: Communication - Communication Abilities

TOPICS: Conceptual

KEYWORDS: BLOOMS: Comprehension

108. Describe how attitudes are used to develop four leadership styles.

ANSWER: The leader's attitude about others includes Theory Y (positive) and Theory X (negative) attitudes.

The leader's attitude about him- or herself includes a positive self-concept or a negative self-concept.

Combinations of these variables are used to identify four leadership styles:

Theory Y positive self-concept

Theory Y negative self-concept

Theory X positive self-concept, and

Theory X negative self-concept.

POINTS: 1

DIFFICULTY: Moderate

REFERENCES: p. 49, Exhibit 2.4

LEARNING OBJECTIVES: MGMT.LUSS.16.02-06 - LO: 02-06

NATIONAL STANDARDS: United States - BUSPROG - Analytic - Business knowledge and analytic skills

STATE STANDARDS: United States - IL - DISC: Leadership Principles - Other management specific knowledge and abilities

ACCREDITING STANDARDS: AACSB: Analytic - Analytic skills
AACSB: Communication - Communication Abilities

TOPICS: Conceptual

KEYWORDS: BLOOMS: Comprehension

109. Compare the three levels of moral development.

ANSWER: At the lowest level of moral development, preconventional, behavior is motivated by self-interest, seeking rewards, and avoiding punishment.

At the second level, conventional, behavior is motivated by meeting the group's expectations to fit in by copying others' behavior.

At the highest level, postconventional, behavior is motivated to do the right thing, at the risk of alienating the group.

The higher the level of moral development, the more ethical is the behavior.

POINTS: 1

DIFFICULTY: Moderate

REFERENCES: p. 53, Exhibit 2.5

LEARNING OBJECTIVES: MGMT.LUSS.16.02-07 - LO: 02-07

NATIONAL STANDARDS: United States - BUSPROG: Ethics

STATE STANDARDS: United States - IL - DISC: Ethical Responsibilities - Ethical responsibilities in organizations and society

ACCREDITING STANDARDS: AACSB: Communication - Communication Abilities
AACSB: Ethics - Ethical and Legal understanding and reasoning abilities

TOPICS: Conceptual

KEYWORDS: BLOOMS: Comprehension

110. Explain the stakeholder approach to ethics.

ANSWER: Under the stakeholder approach to ethics, the leader (or follower) creates a win-win situation for relevant parties affected by the decision. If you are proud to tell relevant

stakeholders your decision, it is probably ethical. If you are not proud to tell others your decision, or you keep justifying it, the decision may not be ethical.

POINTS: 1
DIFFICULTY: Moderate
REFERENCES: p. 57
LEARNING OBJECTIVES: MGMT.LUSS.16.02-08 - LO: 02-08
NATIONAL STANDARDS: United States - BUSPROG: Ethics
STATE STANDARDS: United States - IL - DISC: Ethical Responsibilities - Ethical responsibilities in organizations and society
ACCREDITING STANDARDS: AACSB: Communication - Communication Abilities
AACSB: Ethics - Ethical and Legal understanding and reasoning abilities
TOPICS: Conceptual
KEYWORDS: BLOOMS: Comprehension

111. What are the Big Five dimensions of traits?

ANSWER: The Big Five dimensions of traits are (1) surgency, (2) agreeableness, (3) adjustment, (4) conscientiousness, and (5) openness to experience.

POINTS: 1
DIFFICULTY: Easy
REFERENCES: p. 36
LEARNING OBJECTIVES: MGMT.LUSS.16.R.2.1 - Review Question 2-1
NATIONAL STANDARDS: United States - BUSPROG - Analytic - Business knowledge and analytic skills
STATE STANDARDS: United States - IL - DISC: Leadership Principles - Other management specific knowledge and abilities
ACCREDITING STANDARDS: AACSB: Analytic - Analytic skills
AACSB: Communication - Communication Abilities
TOPICS: Conceptual
KEYWORDS: BLOOMS: Knowledge

112. What is the primary use of personality profiles?

ANSWER: Personality profiles are used to identify stronger and weaker traits to aid in matching people to the jobs that best fit their personality strengths.

POINTS: 1
DIFFICULTY: Moderate
REFERENCES: p. 34
LEARNING OBJECTIVES: MGMT.LUSS.16.R.2.2 - Review Question 2-2
NATIONAL STANDARDS: United States - BUSPROG - Analytic - Business knowledge and analytic skills
STATE STANDARDS: United States - IL - DISC: Leadership Principles - Other management specific knowledge and abilities
ACCREDITING STANDARDS: AACSB: Analytic - Analytic skills
AACSB: Communication - Communication Abilities
TOPICS: Conceptual
KEYWORDS: BLOOMS: Comprehension

113. What are some of the traits that describe the high-energy trait?

ANSWER: Some of the traits that describe the high-energy trait include drive, stamina, tolerance of stress, enthusiasm, tolerance for frustration, and persistence.

POINTS: 1

DIFFICULTY: Moderate
REFERENCES: p. 37
LEARNING OBJECTIVES: MGMT.LUSS.16.R.2.3 - Review Question 2-3
NATIONAL STANDARDS: United States - BUSPROG - Analytic - Business knowledge and analytic skills
STATE STANDARDS: United States - IL - DISC: Leadership Principles - Other management specific knowledge and abilities
ACCREDITING STANDARDS: AACSB: Analytic - Analytic skills
AACSB: Communication - Communication Abilities
TOPICS: Conceptual
KEYWORDS: BLOOMS: Comprehension

114. Is locus of control important to leaders? Why?

ANSWER: Yes. Locus of control is important to leaders because those with internal locus of control believe that they control their fate and that their behavior directly affects their performance.

POINTS: 1
DIFFICULTY: Moderate
REFERENCES: p. 39
LEARNING OBJECTIVES: MGMT.LUSS.16.R.2.4 - Review Question 2-4
NATIONAL STANDARDS: United States - BUSPROG - Analytic - Business knowledge and analytic skills
STATE STANDARDS: United States - IL - DISC: Leadership Principles - Other management specific knowledge and abilities
ACCREDITING STANDARDS: AACSB: Analytic - Analytic skills
AACSB: Communication - Communication Abilities
TOPICS: Conceptual
KEYWORDS: BLOOMS: Comprehension

115. What does intelligence have to do with leadership?

ANSWER: Intelligence refers to cognitive ability to think critically, to solve problems, and to make decisions. It is the best predictor of job performance, and the manager's job calls for a high degree of intelligence.

POINTS: 1
DIFFICULTY: Moderate
REFERENCES: p. 38-39
LEARNING OBJECTIVES: MGMT.LUSS.16.R.2.5 - Review Question 2-5
NATIONAL STANDARDS: United States - BUSPROG - Analytic - Business knowledge and analytic skills
STATE STANDARDS: United States - IL - DISC: Leadership Principles - Other management specific knowledge and abilities
ACCREDITING STANDARDS: AACSB: Analytic - Analytic skills
AACSB: Communication - Communication Abilities
TOPICS: Conceptual
KEYWORDS: BLOOMS: Comprehension

116. Does sensitivity to others mean that the leader does what the followers want to do?

ANSWER: No. Sensitivity to others does not mean that the leader does what the followers want to do. It means that the leader has empathy and understands the followers' point of view. However, if the leader realizes that the followers are wrong, the leader does what is best for the organizational unit.

POINTS: 1
DIFFICULTY: Moderate
REFERENCES: p. 37
LEARNING OBJECTIVES: MGMT.LUSS.16.R.2.6 - Review Question 2-6
NATIONAL STANDARDS: United States - BUSPROG - Analytic - Business knowledge and analytic skills
STATE STANDARDS: United States - IL - DISC: Group Dynamics - Group dynamics in organizations
ACCREDITING STANDARDS: AACSB: Analytic - Analytic skills
AACSB: Communication - Communication Abilities
TOPICS: Conceptual
KEYWORDS: BLOOMS: Comprehension

117. Does McClelland believe that power is good or bad? Why?

ANSWER: McClelland does not believe that power itself is good or bad. It is how it is used that is important. Personalized power is bad because it is used for personal gain at the expense of others. Socialized power is good because it is used to help oneself and others.

POINTS: 1
DIFFICULTY: Moderate
REFERENCES: p. 43
LEARNING OBJECTIVES: MGMT.LUSS.16.R.2.7 - Review Question 2-7
NATIONAL STANDARDS: United States - BUSPROG - Analytic - Business knowledge and analytic skills
STATE STANDARDS: United States - IL - DISC: Leadership Principles - Other management specific knowledge and abilities
ACCREDITING STANDARDS: AACSB: Analytic - Analytic skills
AACSB: Communication - Communication Abilities
TOPICS: Conceptual
KEYWORDS: BLOOMS: Comprehension

118. Should a leader have a dominant need for achievement to be successful? Why or why not?

ANSWER: To be effective, leaders generally need to have a moderate need for achievement. People with a high need for achievement tend to seek individual achievement, and when they are not interested in being a leader, there is the chance for personalized power and derailment.

POINTS: 1
DIFFICULTY: Moderate
REFERENCES: p. 43
LEARNING OBJECTIVES: MGMT.LUSS.16.R.2.8 - Review Question 2-8
NATIONAL STANDARDS: United States - BUSPROG - Analytic - Business knowledge and analytic skills
STATE STANDARDS: United States - IL - DISC: Individual Dynamics - Individual dynamics in organizations
ACCREDITING STANDARDS: AACSB: Analytic - Analytic skills
AACSB: Communication - Communication Abilities
TOPICS: Conceptual
KEYWORDS: BLOOMS: Comprehension

119. How do attitudes develop leadership styles?

ANSWER: Our attitude toward self and others influence our leadership style into four categories: (1) Theory Y attitudes with a positive self-concept, (2) Theory Y attitudes with a negative self-concept, (3) Theory X attitudes with a positive self-concept, and (4) Theory X attitudes with a negative self-concept.

POINTS: 1
DIFFICULTY: Moderate
REFERENCES: p. 49
LEARNING OBJECTIVES: MGMT.LUSS.16.R.2.9 - Review Question 2-9
NATIONAL STANDARDS: United States - BUSPROG - Analytic - Business knowledge and analytic skills
STATE STANDARDS: United States - IL - DISC: Leadership Principles - Other management specific knowledge and abilities
ACCREDITING STANDARDS: AACSB: Analytic - Analytic skills
AACSB: Communication - Communication Abilities
TOPICS: Conceptual
KEYWORDS: BLOOMS: Comprehension

120. Which personality traits are more closely related to ethical and unethical behavior?

ANSWER: Leaders with surgency (dominance) personality traits have two choices: to use power for personal benefit or to use socialized power. To gain power and to be conscientious with high achievement, some people will use unethical behavior; also, irresponsible people often do not perform to standard by cutting corners and other behavior which may be considered unethical. An agreeableness personality sensitive to others can lead to following the crowd in either ethical or unethical behavior; having a high self-concept tends to lead to doing what the person believes is right and not following the crowd's unethical behavior. Emotionally unstable people and those with external locus of control are more likely to use unethical behavior. People open to new experiences are often ethical. People with positive attitudes tend to be more ethical than those with negative or work attitudes about ethics.

POINTS: 1
DIFFICULTY: Challenging
REFERENCES: p. 52
LEARNING OBJECTIVES: MGMT.LUSS.16.R.2.10 - Review Question 2-10
NATIONAL STANDARDS: United States - BUSPROG: Ethics
STATE STANDARDS: United States - IL - DISC: Ethical Responsibilities - Ethical responsibilities in organizations and society
ACCREDITING STANDARDS: AACSB: Communication - Communication Abilities
AACSB: Ethics - Ethical and Legal understanding and reasoning abilities
TOPICS: Conceptual
KEYWORDS: BLOOMS: Comprehension

121. Do people change their level of moral development based on the situation?

ANSWER: No. People generally stay at the same level of moral development but they use justification for unethical behavior in a given situation.

POINTS: 1
DIFFICULTY: Moderate
REFERENCES: p. 53, Exhibit 2.5
LEARNING OBJECTIVES: MGMT.LUSS.16.R.2.11 - Review Question 2-11
NATIONAL STANDARDS: United States - BUSPROG: Ethics
STATE STANDARDS: United States - IL - DISC: Ethical Responsibilities - Ethical responsibilities in organizations and society
ACCREDITING STANDARDS: AACSB: Communication - Communication Abilities
AACSB: Ethics - Ethical and Legal understanding and reasoning abilities
TOPICS: Conceptual

KEYWORDS: BLOOMS: Comprehension

122. Why do people justify their unethical behavior?

ANSWER: People justify their unethical behavior to protect their self-concept, or to keep from having a guilty conscience or feeling remorse.

POINTS: 1

DIFFICULTY: Easy

REFERENCES: p. 54

LEARNING OBJECTIVES: MGMT.LUSS.16.R.2.12 - Review Question 2-12

NATIONAL STANDARDS: United States - BUSPROG: Ethics

STATE STANDARDS: United States - IL - DISC: Ethical Responsibilities - Ethical responsibilities in organizations and society

ACCREDITING STANDARDS: AACSB: Communication - Communication Abilities
AACSB: Ethics - Ethical and Legal understanding and reasoning abilities

TOPICS: Conceptual

KEYWORDS: BLOOMS: Comprehension

123. Describe the components of emotional intelligence.

ANSWER: There are four components of EQ:

1. **Self-awareness** relates to being conscious of your emotions and how they affect your personal and professional life.
2. **Social awareness** relates to the ability to understand others.
3. **Self-management** relates to the ability to control disruptive emotions.
4. **Relationship management** relates to their ability to work well with others.

POINTS: 1

DIFFICULTY: Moderate

REFERENCES: p. 37

LEARNING OBJECTIVES: MGMT.LUSS.16.02-02 - LO: 02-02

NATIONAL STANDARDS: United States - BUSPROG - Analytic - Business knowledge and analytic skills

STATE STANDARDS: United States - IL - DISC: Leadership Principles - Other management specific knowledge and abilities

ACCREDITING STANDARDS: AACSB: Analytic - Analytic skills
AACSB: Communication - Communication Abilities

TOPICS: Conceptual

KEYWORDS: BLOOMS: Comprehension

124. A follower is yelling about a problem, the leader is calmly explaining how to solve it. The leader's behavior is characteristic of which of the Big Five personality dimensions?

Support your answer.

- a. surgency
- b. agreeableness
- c. adjustment
- d. conscientiousness
- e. openness to experience

ANSWER: c, adjustment.

The follower is being emotionally unstable, while the leader is being emotionally stable.

<i>POINTS:</i>	1
<i>DIFFICULTY:</i>	Moderate
<i>REFERENCES:</i>	p. 37 - 38
<i>LEARNING OBJECTIVES:</i>	MGMT.LUSS.16.CA.2.1 - Concept Application 2-1
<i>NATIONAL STANDARDS:</i>	United States - BUSPROG - Analytic - Business knowledge and analytic skills
<i>STATE STANDARDS:</i>	United States - IL - DISC: Leadership Principles - Other management specific knowledge and abilities
<i>ACCREDITING STANDARDS:</i>	AACSB: Analytic - Analytic skills AACSB: Communication - Communication Abilities
<i>TOPICS:</i>	Application
<i>KEYWORDS:</i>	BLOOMS: Application

125. A leader is letting a follower do the job his or her own way to avoid a conflict. The leader's behavior is characteristic of which of the Big Five personality dimensions?
Support your answer.

- a. surgency
- b. agreeableness
- c. adjustment
- d. conscientiousness
- e. openness to experience

ANSWER: b, agreeableness
The leader is attempting to get along with others, sociability/sensitivity.

<i>POINTS:</i>	1
<i>DIFFICULTY:</i>	Moderate
<i>REFERENCES:</i>	p. 37
<i>LEARNING OBJECTIVES:</i>	MGMT.LUSS.16.CA.2.1 - Concept Application 2-1
<i>NATIONAL STANDARDS:</i>	United States - BUSPROG - Analytic - Business knowledge and analytic skills
<i>STATE STANDARDS:</i>	United States - IL - DISC: Leadership Principles - Other management specific knowledge and abilities
<i>ACCREDITING STANDARDS:</i>	AACSB: Analytic - Analytic skills AACSB: Communication - Communication Abilities
<i>TOPICS:</i>	Application
<i>KEYWORDS:</i>	BLOOMS: Application

126. A leader is brainstorming ideas with followers on new products. The leader's behavior is characteristic of which of the Big Five personality dimensions?
Support your answer.

- a. surgency
- b. agreeableness
- c. adjustment
- d. conscientiousness
- e. openness to experience

ANSWER: e, openness to experience
The leader is flexible and willing to try new products.

<i>POINTS:</i>	1
<i>DIFFICULTY:</i>	Moderate
<i>REFERENCES:</i>	p. 38 - 39
<i>LEARNING OBJECTIVES:</i>	MGMT.LUSS.16.CA.2.1 - Concept Application 2-1

NATIONAL STANDARDS: United States - BUSPROG - Analytic - Business knowledge and analytic skills
STATE STANDARDS: United States - IL - DISC: Leadership Principles - Other management specific knowledge and abilities
ACCREDITING STANDARDS: AACSB: Analytic - Analytic skills
AACSB: Communication - Communication Abilities
TOPICS: Application
KEYWORDS: BLOOMS: Application

127. A leader is giving excuses as to why performance is low and that nothing can be done to improve. This behavior is characteristic of which personality trait?
Support your answer.

- | | | |
|--------------------|------------------------------|--------------------------|
| a. dominance | d. internal locus of control | g. intelligence |
| b. high energy | e. stability | h. flexibility |
| c. self-confidence | f. integrity | i. sensitivity to others |

ANSWER: d, locus of control
The leader is displaying an external locus of control.

POINTS: 1
DIFFICULTY: Moderate

REFERENCES: p. 39
LEARNING OBJECTIVES: MGMT.LUSS.16.CA.2.2 - Concept Application 2-2

NATIONAL STANDARDS: United States - BUSPROG - Analytic - Business knowledge and analytic skills
STATE STANDARDS: United States - IL - DISC: Leadership Principles - Other management specific knowledge and abilities
ACCREDITING STANDARDS: AACSB: Analytic - Analytic skills
AACSB: Communication - Communication Abilities
TOPICS: Application
KEYWORDS: BLOOMS: Application

128. A leader is acting very nervous while giving a follower a new task. This behavior is characteristic of which personality trait?
Support your answer.

- | | | |
|--------------------|------------------------------|--------------------------|
| a. dominance | d. internal locus of control | g. intelligence |
| b. high energy | e. stability | h. flexibility |
| c. self-confidence | f. integrity | i. sensitivity to others |

ANSWER: c, self-confidence
Nervousness is a characteristic showing lack of self-confidence.

POINTS: 1
DIFFICULTY: Moderate

REFERENCES: p. 38
LEARNING OBJECTIVES: MGMT.LUSS.16.CA.2.2 - Concept Application 2-2

NATIONAL STANDARDS: United States - BUSPROG - Analytic - Business knowledge and analytic skills
STATE STANDARDS: United States - IL - DISC: Leadership Principles - Other management specific knowledge and abilities
ACCREDITING STANDARDS: AACSB: Analytic - Analytic skills
AACSB: Communication - Communication Abilities
TOPICS: Application
KEYWORDS: BLOOMS: Application

129. A leader is fixing a broken machine. This behavior is characteristic of which personality trait?

Support your answer.

- a. dominance
- b. high energy
- c. self-confidence
- d. internal locus of control
- e. stability
- f. integrity
- g. intelligence
- h. flexibility
- i. sensitivity to others

ANSWER: g, intelligence
The leader is solving a problem.

POINTS: 1

DIFFICULTY: Moderate

REFERENCES: p. 39 - 40

LEARNING OBJECTIVES: MGMT.LUSS.16.CA.2.2 - Concept Application 2-2

NATIONAL STANDARDS: United States - BUSPROG - Analytic - Business knowledge and analytic skills

STATE STANDARDS: United States - IL - DISC: Leadership Principles - Other management specific knowledge and abilities

ACCREDITING STANDARDS: AACSB: Analytic - Analytic skills
AACSB: Communication - Communication Abilities

TOPICS: Application

KEYWORDS: BLOOMS: Application

130. A leader is telling his boss that he is right on schedule to finish the job, planning to catch up before the boss finds out. This behavior is characteristic of which personality trait?

Support your answer.

- a. dominance
- b. high energy
- c. self-confidence
- d. internal locus of control
- e. stability
- f. integrity
- g. intelligence
- h. flexibility
- i. sensitivity to others

ANSWER: f, integrity
The leader is being deceptive rather than truthful.

POINTS: 1

DIFFICULTY: Moderate

REFERENCES: p. 38

LEARNING OBJECTIVES: MGMT.LUSS.16.CA.2.2 - Concept Application 2-2

NATIONAL STANDARDS: United States - BUSPROG - Analytic - Business knowledge and analytic skills

STATE STANDARDS: United States - IL - DISC: Leadership Principles - Other management specific knowledge and abilities

ACCREDITING STANDARDS: AACSB: Analytic - Analytic skills
AACSB: Communication - Communication Abilities

TOPICS: Application

KEYWORDS: BLOOMS: Application

131. A management major is studying hard for many hours to maintain their A average.

Identify the behavior by its need and indicate if it is a strong or weak need. Also state how the behavior meets the need and predict the performance.

- a. achievement
- b. power
- c. affiliation

ANSWER: a, achievement

Working hard is a trait of people with a high need for achievement. By maintaining the A average, the person will get the feeling of accomplishment, and the prediction would be a successful completion on the goal.

<i>POINTS:</i>	1
<i>DIFFICULTY:</i>	Moderate
<i>REFERENCES:</i>	p. 41
<i>LEARNING OBJECTIVES:</i>	MGMT.LUSS.16.CA.2.3 - Concept Application 2-3
<i>NATIONAL STANDARDS:</i>	United States - BUSPROG - Analytic - Business knowledge and analytic skills
<i>STATE STANDARDS:</i>	United States - IL - DISC: Leadership Principles - Other management specific knowledge and abilities
<i>ACCREDITING STANDARDS:</i>	AACSB: Analytic - Analytic skills AACSB: Communication - Communication Abilities
<i>TOPICS:</i>	Application
<i>KEYWORDS:</i>	BLOOMS: Application

132. A person is refusing to be the chair of a committee.

Identify the behavior by its need and indicate if it is a strong or weak need. Also state how the behavior meets the need and predict the performance.

- a. achievement
- b. power
- c. affiliation

ANSWER: b, power
The person is refusing to take a power position, indicating a weak need for power. The person has a low need for power, thus is meeting the need by avoiding it. If forced to be the chair, the performance would be predicted to be lower than for a person who wants to be the leader.

<i>POINTS:</i>	1
<i>DIFFICULTY:</i>	Moderate
<i>REFERENCES:</i>	p. 41
<i>LEARNING OBJECTIVES:</i>	MGMT.LUSS.16.CA.2.3 - Concept Application 2-3
<i>NATIONAL STANDARDS:</i>	United States - BUSPROG - Analytic - Business knowledge and analytic skills
<i>STATE STANDARDS:</i>	United States - IL - DISC: Leadership Principles - Other management specific knowledge and abilities
<i>ACCREDITING STANDARDS:</i>	AACSB: Analytic - Analytic skills AACSB: Communication - Communication Abilities
<i>TOPICS:</i>	Application
<i>KEYWORDS:</i>	BLOOMS: Application

133. A person is going to talk to a coworker they have a conflict with.

Identify the behavior by its need and indicate if it is a strong or weak need. Also state how the behavior meets the need and predict the performance.

- a. achievement
- b. power
- c. affiliation

ANSWER: c, affiliation
The person is concerned about relationship. The person is attempting to meet the need for affiliation by restoring a personal relationship. The prediction is that the two will resolve the conflict successfully.

POINTS: 1
DIFFICULTY: Moderate
REFERENCES: p. 41
LEARNING OBJECTIVES: MGMT.LUSS.16.CA.2.3 - Concept Application 2-3
NATIONAL STANDARDS: United States - BUSPROG - Analytic - Business knowledge and analytic skills
STATE STANDARDS: United States - IL - DISC: Leadership Principles - Other management specific knowledge and abilities
ACCREDITING STANDARDS: AACSB: Analytic - Analytic skills
AACSB: Communication - Communication Abilities
TOPICS: Application
KEYWORDS: BLOOMS: Application

134. Select a present or past manager, and describe his or her personality profile using each of the Big Five dimensions. After rating each dimension as strong, moderate, or weak, give an example of traits and typical behavior of the manager for each dimension. Which dimensions are strongest and weakest?

ANSWER: Students' answers will vary.
POINTS: 1
DIFFICULTY: Challenging
REFERENCES: p. 36 - 39
LEARNING OBJECTIVES: MGMT.LUSS.16.W.2.0 - Work Application 2-0 - not in text, see IM
NATIONAL STANDARDS: United States - BUSPROG: Analytic
STATE STANDARDS: United States - IL - DISC: Leadership Principles - Other management specific knowledge and abilities
ACCREDITING STANDARDS: AACSB: Communication - Communication Abilities
AACSB: Reflective Thinking - Reflective Thinking Skills
TOPICS: Application
KEYWORDS: BLOOMS: Synthesis

135. Select a present or past manager, and state whether he or she has any of the six traits of derailment. Give specific examples of weaknesses.

ANSWER: Students' answers will vary.
POINTS: 1
DIFFICULTY: Moderate
REFERENCES: p. 35
LEARNING OBJECTIVES: MGMT.LUSS.16.W.2.2 - Work Application 2-2
NATIONAL STANDARDS: United States - BUSPROG: Analytic
STATE STANDARDS: United States - IL - DISC: Leadership Principles - Other management specific knowledge and abilities
ACCREDITING STANDARDS: AACSB: Communication - Communication Abilities
AACSB: Reflective Thinking - Reflective Thinking Skills
TOPICS: Application
KEYWORDS: BLOOMS: Synthesis

136. Select a present or past manager. For that person, decide which of the following traits is or was strongest and weakest: dominance, high energy, self-confidence, internal locus of control, and stability. Explain your answers.

ANSWER: Students' answers will vary.
POINTS: 1
DIFFICULTY: Moderate

REFERENCES: p. 36 - 39
LEARNING OBJECTIVES: MGMT.LUSS.16.W.2.3 - Work Application 2-3
NATIONAL STANDARDS: United States - BUSPROG: Analytic
STATE STANDARDS: United States - IL - DISC: Leadership Principles - Other management specific knowledge and abilities
ACCREDITING STANDARDS: AACSB: Communication - Communication Abilities
AACSB: Reflective Thinking - Reflective Thinking Skills
TOPICS: Application
KEYWORDS: BLOOMS: Synthesis

137. Select a present or past manager. For that person, decide which of the following traits is or was strongest and weakest: integrity, intelligence, flexibility, and sensitivity to others. Explain your answers.

ANSWER: Students' answers will vary.
POINTS: 1
DIFFICULTY: Moderate
REFERENCES: p. 36 - 39
LEARNING OBJECTIVES: MGMT.LUSS.16.W.2.4 - Work Application 2-4
NATIONAL STANDARDS: United States - BUSPROG: Analytic
STATE STANDARDS: United States - IL - DISC: Leadership Principles - Other management specific knowledge and abilities
ACCREDITING STANDARDS: AACSB: Communication - Communication Abilities
AACSB: Reflective Thinking - Reflective Thinking Skills
TOPICS: Application
KEYWORDS: BLOOMS: Synthesis

138. Explain how your need for achievement, power, and/or affiliation has affected your behavior and performance, or that of someone you work with or have worked with. Give an example of the behavior and performance, and list your predicted motive need.

ANSWER: Students' answers will vary.
POINTS: 1
DIFFICULTY: Moderate
REFERENCES: p. 41
LEARNING OBJECTIVES: MGMT.LUSS.W.2.9 - Work Application 2-9
NATIONAL STANDARDS: United States - BUSPROG: Analytic
STATE STANDARDS: United States - IL - DISC: Leadership Principles - Other management specific knowledge and abilities
ACCREDITING STANDARDS: AACSB: Communication - Communication Abilities
AACSB: Reflective Thinking - Reflective Thinking Skills
TOPICS: Application
KEYWORDS: BLOOMS: Synthesis

139. Make an intelligent guess about your present or past manager's motive profile. Is it an LMP? Explain.

ANSWER: Students' answers will vary.
POINTS: 1
DIFFICULTY: Moderate
REFERENCES: p. 43
LEARNING OBJECTIVES: MGMT.LUSS.16.W.2.10 - Work Application 2-10

NATIONAL STANDARDS: United States - BUSPROG: Analytic
STATE STANDARDS: United States - IL - DISC: Leadership Principles - Other management specific knowledge and abilities
ACCREDITING STANDARDS: AACSB: Communication - Communication Abilities
AACSB: Reflective Thinking - Reflective Thinking Skills
TOPICS: Application
KEYWORDS: BLOOMS: Evaluation

140. Give an example of when a person (parent, friend, teacher, coach, manager) really expected you either to perform well or to fail, and treated you like you would, which resulted in your success or failure.

ANSWER: Students' answers will vary.
POINTS: 1
DIFFICULTY: Moderate
REFERENCES: p. 47 - 49
LEARNING OBJECTIVES: MGMT.LUSS.16.W.2.11 - Work Application 2-11
NATIONAL STANDARDS: United States - BUSPROG: Analytic
STATE STANDARDS: United States - IL - DISC: Motivation Concepts - Other management-specific knowledge and abilities
ACCREDITING STANDARDS: AACSB: Communication - Communication Abilities
AACSB: Reflective Thinking - Reflective Thinking Skills
TOPICS: Application
KEYWORDS: BLOOMS: Synthesis

141. Recall a present or past manager. Using Exhibit 2.4, which combinations of attitudes best describe your manager's leadership style? Give examples of the manager's behavior that illustrates his or her attitudes.

ANSWER: Students' answers will vary.
POINTS: 1
DIFFICULTY: Moderate
REFERENCES: p. 49
LEARNING OBJECTIVES: MGMT.LUSS.16.W.2.12 - Work Application 2-12
NATIONAL STANDARDS: United States - BUSPROG: Analytic
STATE STANDARDS: United States - IL - DISC: Leadership Principles - Other management specific knowledge and abilities
ACCREDITING STANDARDS: AACSB: Communication - Communication Abilities
AACSB: Reflective Thinking - Reflective Thinking Skills
TOPICS: Application
KEYWORDS: BLOOMS: Synthesis

142. Give an organizational example of behavior at each of the three levels of moral development.

ANSWER: Students' answers will vary.
POINTS: 1
DIFFICULTY: Moderate
REFERENCES: p. 53
LEARNING OBJECTIVES: MGMT.LUSS.W.2.13 - Work Application 2-13
NATIONAL STANDARDS: United States - BUSPROG - Analytic - Business knowledge and analytic skills
STATE STANDARDS: United States - IL - DISC: Ethical Responsibilities - Ethical responsibilities in organizations and society

ACCREDITING STANDARDS: AACSB: Analytic - Analytic skills
AACSB: Communication - Communication Abilities

TOPICS: Application

KEYWORDS: BLOOMS: Synthesis

143. Give at least two organizational examples of unethical behavior and the process of justification.

ANSWER: Students' answers will vary.

POINTS: 1

DIFFICULTY: Moderate

REFERENCES: p. 55

LEARNING OBJECTIVES: MGMT.LUSS.16.W.2.14 - Work Application 2-14

NATIONAL STANDARDS: United States - BUSPROG: Ethics

STATE STANDARDS: United States - IL - DISC: Ethical Responsibilities - Ethical responsibilities in organizations and society

ACCREDITING STANDARDS: AACSB: Communication - Communication Abilities
AACSB: Ethics - Ethical and Legal understanding and reasoning abilities

TOPICS: Application

144. Would you predict that a person with a strong agreeableness personality dimension would be a successful computer programmer? Why or why not?

ANSWER: Probably not.
Strongly agreeable personality types are sociable and spend most of their time with people. A computer programmer would most likely spend much of his or her time working alone at the computer.

POINTS: 1

DIFFICULTY: Moderate

REFERENCES: p. 37

LEARNING OBJECTIVES: MGMT.LUSS.16.CT.2.1 - Critical-Thinking Question 2-1

NATIONAL STANDARDS: United States - BUSPROG - Analytic - Business knowledge and analytic skills

STATE STANDARDS: United States - IL - DISC: Leadership Principles - Other management specific knowledge and abilities

ACCREDITING STANDARDS: AACSB: Analytic - Analytic skills
AACSB: Communication - Communication Abilities

TOPICS: Application

KEYWORDS: BLOOMS: Evaluation

145. McGregor published Theory X and Theory Y over 30 years ago. Do we still have Theory X managers? Why?

ANSWER: Yes.
Students' answers will vary.

POINTS: 1

DIFFICULTY: Moderate

REFERENCES: p. 47- 49

LEARNING OBJECTIVES: MGMT.LUSS.16.CT.2.2 - Critical-Thinking Question 2-2

NATIONAL STANDARDS: United States - BUSPROG - Analytic - Business knowledge and analytic skills

STATE STANDARDS: United States - IL - DISC: Leadership Principles - Other management specific knowledge and abilities

ACCREDITING STANDARDS: AACSB: Analytic - Analytic skills
AACSB: Communication - Communication Abilities

TOPICS: Application
KEYWORDS: BLOOMS: Analysis

146. In text examples related to the Pygmalion effect, Lou Holtz calls for setting a higher standard. Have the standards in school, society, and work increased or decreased over the last five years?

ANSWER: Students' answers will vary.
POINTS: 1
DIFFICULTY: Moderate
REFERENCES: p. 47- 49
LEARNING OBJECTIVES: MGMT.LUSS.16.CT.2.3 - Critical-Thinking Question 2-3
NATIONAL STANDARDS: United States - BUSPROG - Analytic - Business knowledge and analytic skills
STATE STANDARDS: United States - IL - DISC: Motivation Concepts - Other management-specific knowledge and abilities
ACCREDITING STANDARDS: AACSB: Analytic - Analytic skills
AACSB: Communication - Communication Abilities

TOPICS: Application
KEYWORDS: BLOOMS: Evaluation

147. Do you believe that if you use ethical behavior it will pay off in the long run?

ANSWER: Generally, the answer is yes.
POINTS: 1
DIFFICULTY: Moderate
REFERENCES: p. 51 - 52
LEARNING OBJECTIVES: MGMT.LUSS.16.CT.2.4 - Critical-Thinking Question 2-4
NATIONAL STANDARDS: United States - BUSPROG: Ethics
STATE STANDARDS: United States - IL - DISC: Ethical Responsibilities - Ethical responsibilities in organizations and society
ACCREDITING STANDARDS: AACSB: Communication - Communication Abilities
AACSB: Ethics - Ethical and Legal understanding and reasoning abilities

TOPICS: Application
KEYWORDS: BLOOMS: Analysis

148. Can ethics be taught and learned?

ANSWER: Students' answers will vary.
POINTS: 1
DIFFICULTY: Moderate
REFERENCES: p. 50 - 57
LEARNING OBJECTIVES: MGMT.LUSS.16.CT.2.5 - Critical-Thinking Question 2-5
NATIONAL STANDARDS: United States - BUSPROG: Ethics
STATE STANDARDS: United States - IL - DISC: Ethical Responsibilities - Ethical responsibilities in organizations and society
ACCREDITING STANDARDS: AACSB: Communication - Communication Abilities
AACSB: Ethics - Ethical and Legal understanding and reasoning abilities

TOPICS: Application
KEYWORDS: BLOOMS: Evaluation

149. Which justification do you think is used most often?

ANSWER: Students' answers will vary.
POINTS: 1
DIFFICULTY: Moderate
REFERENCES: p. 55
LEARNING OBJECTIVES: MGMT.LUSS.16.CT.2.6 - Critical-Thinking Question 2-6
NATIONAL STANDARDS: United States - BUSPROG: Ethics
STATE STANDARDS: United States - IL - DISC: Ethical Responsibilities - Ethical responsibilities in organizations and society
ACCREDITING STANDARDS: AACSB: Communication - Communication Abilities
AACSB: Ethics - Ethical and Legal understanding and reasoning abilities
TOPICS: Application
KEYWORDS: BLOOMS: Evaluation

150. As related to the simple guide to ethical behavior, how do you want to be led?

ANSWER: Students' answers will vary.
POINTS: 1
DIFFICULTY: Moderate
REFERENCES: p. 56 - 57
LEARNING OBJECTIVES: MGMT.LUSS.16.CT.2.7 - Critical-Thinking Question 2-7
NATIONAL STANDARDS: United States - BUSPROG: Ethics
STATE STANDARDS: United States - IL - DISC: Ethical Responsibilities - Ethical responsibilities in organizations and society
ACCREDITING STANDARDS: AACSB: Communication - Communication Abilities
AACSB: Ethics - Ethical and Legal understanding and reasoning abilities
TOPICS: Application
KEYWORDS: BLOOMS: Evaluation

Essay

151. While in college, a student regularly cheats on exams and homework and often turns in papers as their own work which were actually completed by someone else. Who is harmed and who benefits from these unethical behaviors?

ANSWER: Answers will vary.
POINTS: 1
DIFFICULTY: Challenging
REFERENCES: p. 50 - 57
LEARNING OBJECTIVES: MGMT.LUSS.16.DLS.2.3 - Developing Your Leadership Skills 2-3
NATIONAL STANDARDS: United States - BUSPROG: Ethics
STATE STANDARDS: United States - IL - DISC: Ethical Responsibilities - Ethical responsibilities in organizations and society
ACCREDITING STANDARDS: AACSB: Communication - Communication Abilities
AACSB: Ethics - Ethical and Legal understanding and reasoning abilities
TOPICS: Skill Development
KEYWORDS: BLOOMS: Synthesis

152. A coworker often lies to others to get what they want or stay out of trouble. The same coworker sometimes calls in sick to get a day off, even when they are not sick. This same employee is often socializing or doing personal business during work hours and gets paid for it. Who is harmed and who benefits by these unethical behaviors?

ANSWER: Answers will vary.
POINTS: 1
DIFFICULTY: Challenging
REFERENCES: p. 50 - 57
LEARNING OBJECTIVES: MGMT.LUSS.16.DLS.2.3 - Developing Your Leadership Skills 2-3
NATIONAL STANDARDS: United States - BUSPROG: Ethics
STATE STANDARDS: United States - IL - DISC: Ethical Responsibilities - Ethical responsibilities in organizations and society
ACCREDITING STANDARDS: AACSB: Communication - Communication Abilities
AACSB: Ethics - Ethical and Legal understanding and reasoning abilities
TOPICS: Skill Development
KEYWORDS: BLOOMS: Synthesis

153. You have observed unethical behavior happening in your place of employment. What would be your reasons for not reporting the behavior? If you do 'blow the whistle', why did you choose to report the behavior? What do you think the outcome will be if you report the behavior?

ANSWER: Answers will vary.
POINTS: 1
DIFFICULTY: Challenging
REFERENCES: p. 50 - 57
LEARNING OBJECTIVES: MGMT.LUSS.16.DLS.2.3 - Developing Your Leadership Skills 2-3
NATIONAL STANDARDS: United States - BUSPROG: Ethics
STATE STANDARDS: United States - IL - DISC: Ethical Responsibilities - Ethical responsibilities in organizations and society
ACCREDITING STANDARDS: AACSB: Communication - Communication Abilities
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TOPICS: Skill Development
KEYWORDS: BLOOMS: Synthesis

154. As a manager, it is your responsibility to uphold ethical behavior. If you know employees are using unethical behaviors, will you take action to enforce compliance with ethical standards? What could happen if you choose not to take action?

ANSWER: Answers will vary.
POINTS: 1
DIFFICULTY: Challenging
REFERENCES: p. 50 - 57
LEARNING OBJECTIVES: MGMT.LUSS.16.DLS.2.3 - Developing Your Leadership Skills 2-3
NATIONAL STANDARDS: United States - BUSPROG: Ethics
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TOPICS: Skill Development
KEYWORDS: BLOOMS: Synthesis