



Chapter 13 Exercises

Review Questions

1. Who was the first psychologist to use psychology in advertising?
 - a. Hugo Münsterberg
 - b. Elton Mayo
 - c. Walter Dill Scott
 - d. Walter Bingham
2. Which test designed for the Army was used for recruits who were not fluent in English?
 - a. Army Personality
 - b. Army Alpha
 - c. Army Beta
 - d. Army Intelligence
3. Which area of I-O psychology measures job satisfaction?
 - a. industrial psychology
 - b. organizational psychology
 - c. human factors psychology
 - d. advertising psychology
4. Which statement best describes the Hawthorne effect?
 - a. Giving workers rest periods seems like it should decrease productivity, but it actually increases productivity.
 - b. Social relations among workers have a greater effect on productivity than physical environment.
 - c. Changes in light levels improve working conditions and, therefore, increase productivity.
 - d. The attention of researchers on subjects causes the effect the experimenter is looking for.
5. Which of the following questions is illegal to ask in a job interview in the United States?
 - a. Which university did you attend?
 - b. Which state were you born in?
 - c. Do you have a commercial driver's license?
 - d. What salary would you expect for this position?
6. Which of the following items is *not* a part of KSAs?
 - a. aspiration
 - b. knowledge
 - c. skill
 - d. other abilities
7. Who is responsible for enforcing federal laws that make it illegal to discriminate against a job applicant?
 - a. Americans with Disabilities Act
 - b. Supreme Court of the United States
 - c. U.S. Equal Employment Opportunity Commission
 - d. Society for Industrial and Organizational Psychology
8. A _____ is an example of a tactical team.
 - a. surgical team
 - b. car design team
 - c. budget committee
 - d. sports team
9. Which practice is an example of Theory X management?
 - a. telecommuting
 - b. flextime
 - c. keystroke monitoring
 - d. team meetings

10. Which is one effect of the team halo effect?
 - a. Teams appear to work better than they do.
 - b. Teams never fail.
 - c. Teams lead to greater job satisfaction.
 - d. Teams boost productivity.
11. Which is *not* a job-related factor affecting job satisfaction?
 - a. financial rewards
 - b. personality
 - c. autonomy
 - d. work content
12. What is the name for what occurs when a supervisor offers a work-related reward in exchange for a sexual favor?
 - a. hiring bias
 - b. quid pro quo
 - c. hostile work environment
 - d. immutable characteristics
13. What aspect of an office workstation would a human factors psychologist be concerned about?
 - a. height of the chair
 - b. closeness to the supervisor
 - c. frequency of coworker visits
 - d. presence of an offensive sign
14. A human factors psychologist who studied how a worker interacted with a search engine would be researching in the area of _____.
 - a. attention
 - b. cognitive engineering
 - c. job satisfaction
 - d. management

Critical Thinking Questions

15. What societal and management attitudes might have caused organizational psychology to develop later than industrial psychology?
16. Many of the examples of I-O psychology are applications to businesses. Name four different nonbusiness contexts that I-O psychology could impact.
17. Construct a good interview question for a position of your choosing. The question should relate to a specific skill requirement for the position, and you will need to include the criteria for rating the applicant's answer.
18. What might be useful mechanisms for avoiding bias during employment interviews?
19. If you designed an assessment of job satisfaction, what elements would it include?
20. Downsizing has commonly shown to result in a period of lowered productivity for the organizations experiencing it. What might be some of the reasons for this observation?
21. What role could a flight simulator play in the design of a new aircraft?