

CHAPTER 2
Methods of Study

TEST BANK

Multiple Choice Questions

1. In an experiment, what is manipulated by the researcher?

- a. the confounding variable
- b. the dependent variable
- c. the extraneous variable
- d. the independent variable

Answer: D

Difficulty: Medium

Bloom's Taxonomy: Knowledge

Page: 26, 30

2. What is the most widely used method of collecting data in industrial/organizational psychology?

- a. archival research
- b. the case study
- c. laboratory experiment
- d. survey-questionnaire

Answer: D

Difficulty: Hard

Bloom's Taxonomy: Knowledge

Page: 28

3. What method of study allows for enhanced realism but may also be criticized for its limited degree of control?

- a. archival research
- b. the case study
- c. field experiment
- d. laboratory experiment

Answer: C

Difficulty: Medium

Bloom's Taxonomy: Comprehension

Page: 28, 29

4. What kind of factor, or variable, causes the relationship between two other variables to change at different levels?

- a. confounding variable
- b. dependent variable
- c. independent variable
- d. moderator variable

Answer: D

Difficulty: Medium

Bloom's Taxonomy: Comprehension

Page: 32

5. What aspect of the organizational snapshot focuses on the composition and distribution of the organizational members?

- a. organizational demography
- b. organizational networks
- c. organizational power and politics
- d. organizational structure

Answer: A

Difficulty: Hard

Bloom's Taxonomy: Comprehension

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6. Acme, Inc. is looking to hire marketing team members who exhibit entrepreneurship skills. Research suggests looking for individuals who score highly in _____.

- a. agreeableness and conscientiousness
- b. agreeableness and extraversion
- c. conscientiousness and emotional stability
- d. conscientiousness and openness to experience

Answer: D

Difficulty: Hard

Bloom's Taxonomy: Application

Pages: 24 – 25

7. Which of the following research methodologies allows causal inferences to be made?

- a. archival research
- b. the case study
- c. field experiment
- d. survey-questionnaire

Answer: C
Difficulty: Hard
Bloom's Taxonomy: Analysis
Page: 28

8. What method of study would a researcher be *least* likely to use to test a hypothesis?

- a. archival analysis
- b. the case study
- c. field experiment
- d. survey-questionnaire

Answer: B
Difficulty: Hard
Bloom's Taxonomy: Evaluation
Page: 27 – 30

9. In which method of study is a researcher limited to the data that an organization has available on his or her topic of interest?

- a. archival analysis
- b. the case study
- c. field experiment
- d. survey-questionnaire

Answer: A
Difficulty: Medium
Bloom's Taxonomy: Analysis
Page: 28

10. A manager is interested in identifying the average number of absences his employees had during the last quarter of the year. What descriptive statistic should he calculate to determine this?

- a. correlation
- b. mean
- c. median
- d. variance

Answer: B
Difficulty: Easy
Bloom's Taxonomy: Application
Page: 30

11. Allyson wants to know how different or similar the scores are within her distribution. What descriptive statistic listed below is one method for assessing that?

- a. mean
- b. median
- c. mode
- d. variance

Answer: D

Difficulty: Medium

Bloom's Taxonomy: Application

Page: 30

12. Which of the following represents the *strongest* correlation between the two variables?

- a. job satisfaction and productivity, $r = + .17$
- b. job satisfaction and turnover, $r = - .40$
- c. perceived control and job performance, $r = .20$
- d. perceived control and organizational commitment, $r = .30$

Answer: B

Difficulty: Medium

Bloom's Taxonomy: Analysis

Page: 31

13. Michelle wishes to make a highly structured ordering of the findings derived from many studies on a related theme. What statistical technique should she use to accomplish this goal?

- a. descriptive statistics
- b. experimental analysis
- c. inferential statistics
- d. meta-analysis

Answer: D

Difficulty: Medium

Bloom's Taxonomy: Application

Page: 32

14. Joel is creating an organizational snapshot for the telecommunications firm he is interning at. Which of the following will he have the hardest time obtaining?

- a. organizational demography
- b. organizational networks
- c. organizational politics
- d. organizational structure

Answer: C

Difficulty: Hard

Bloom's Taxonomy: Application
Page: 33 – 36

15. Jayan is examining how many divisions exist within an organization for which he is a hired consultant. He is also examining information about how units are created and eliminated as well as the patterns of interaction regarding information throughout the company. What aspect of the organizational snapshot is Jayan examining?

- a. organizational demography
- b. organizational network
- c. organizational power and politics
- d. organizational structure

Answer: D
Difficulty: Medium
Bloom's Taxonomy: Analysis
Page: 33 – 36

Essay Questions

1. Briefly describe the instrumental forces that shape developments with an organization.

Answer: The authors discussed three instrumental forces in the chapter, dispositional and situational variables; learning; and rationality-emotionality. Dispositional and situational variables looks at the degree to when personality factors as well as environmental or contextual factors influence job performance. Personality factors are more permanent and under the direct control of the individual while contextual factors may be temporary (i.e., the current state of the economy) and less subject to the control of the employee. Learning is defined as a relative permanent change in behavior and cognitive operation as the result of the past experience of the individual and/or the organization. For example, going through a training program gives the individual employee a more efficient and effective means for making work-related decisions which benefits both him or her as well as the organization. Rationality-emotionality examines the degree to which logical arguments and actions guide our decision making as well as the role that emotions play in our decision making (which are not as likely to be rational and logical; this does not mean that the emotion leads to a wrong or ineffective decision). The authors mention that both are necessary to recognize and understand the fundamental nature of humans and organizations.

Difficulty: Hard

Bloom's Taxonomy: Knowledge

Page: 24 – 26

2. How could a case study be used to identify variables or questions of interest to be studied through a more controlled and rigorous research methodology like a survey or a laboratory experiment?

Answer: A case study is a method that provides a detailed description of a single organization, or multiple organizations, based on records kept by the organization. The method of study does not manipulate any of the variables but rather provides rich, detailed descriptions of organizations. This can highlight variables of potential interest through further theoretical testing or to simply general new areas of research. Examples of theoretical testing would include developing a survey or questionnaire to assess how a variable it related to other work-related factors (like productivity, employee turnover, diversity, etc.) or for further investigation through the direct manipulation of an independent variable to assess its impact on dependent variable(s). These other methods allow for stronger levels of experimental control and, in the case of the laboratory experiment, the ability to produce causal inferences.

Difficulty: Medium

Bloom's Taxonomy: Application

Page: 27 – 28

3. Contrast field and laboratory experiments.

Answer: Field experiments, like laboratory experiments, permit researchers to make causal inferences because both use random assignment, manipulation of the independent variable to measure its effects on the dependent variable, and some degree of experimental control. However, unlike laboratory experiments, the systematic observations are made in everyday organizational settings rather than in the more controlled environment of the laboratory and this permits greater realism and less artificiality in the experimental setting. Laboratory environments also allow a higher level of experimental control and precision over the major variables. There is some concern that it is more difficult to generalize the results from laboratory settings to real organizational settings, a concern that does not exist to the same degree with field experiments.

Difficulty: Medium

Bloom's Taxonomy: Analysis

Page: 28, 29, 30

4. Explain how descriptive statistics can be used by a researcher to summarize a data set.

Answer: A researcher can use measures of central tendency as well as measures of dispersion to quickly summarize his or her data. Measures of central tendency focus on defining the data in terms of a single number. The mean is used to represent the average value (arithmetic average) found in a data set, for example, the average amount of sales across seven salespersons. The median identifies the midpoint of the distribution when the scores are rank-ordered. The value of the variance identifies how similar (when the value is smaller) or different (when the value is larger) the scores typically are from a measure of central tendency.

(The above represent the three descriptive statistics discussed by the author. Instructors may also wish to have students include the mode (central tendency) as well as the range and the standard deviation (both measures of dispersion) for full credit.)

Difficulty: Easy

Bloom's Taxonomy: Comprehension

Page: 30

5. Differentiate the four aspects obtained from the organizational snapshot.

Answer: *Organizational structure* gives information about the divisions, departments, units, and work teams present within an organization. It further shows how they are arranged within the organization and for how they interact with the external environment. *Organizational demography* provides information about the workforce mix and highlights the defining features of organizational members and/or the client or customer clusters. It can be useful for identifying key similarities and differences between the highest and lowest levels of the organization. *Organizational power and politics* is concerned with the influence relationships that exist in the organization. This focuses on the physical arrangement of the organization as a reflection of authority and the influence patterns expressed through nonverbal behaviors, gestures, and who gets invited and participates in key meetings and other organizational functions. *Organizational networks* deal with how organizational members communicate with each other as well as how they communicate with people and systems inside and outside of the organization. This contains

information about the frequency and content of such communications and how persons and systems outside the organization come to acquire information about the organization and the knowledge these outsiders have regarding the organization.

Difficulty: Medium

Bloom's Taxonomy: Analysis

Page: 33 – 36