

Psych Seminar: Study Guide Chapter 13 & 14

Chapter 13: Industrial-Organizational Psychology

1. When did the discipline of industrial–organizational psychology emerge?

- A. 18th century
- B. 19th century
- C. 20th century
- D. 21st century

2. Who founded the psychological consulting firm called Psychological Corporation?

- A. James Cattell
- B. Robert Yerkes
- C. Walter Bingham
- D. Walter Dill Scott

3. Lillian Gilbreth, a psychologist who conducted early research in the area of industrial psychology, conducted her research at _____ University.

- A. Columbia
- B. Dartmouth
- C. Harvard
- D. Purdue

4. What is the APA?

- A. A consulting firm offering employee assessment and evaluation for multinational corporations.
- B. A professional association in the United States for clinical and research psychologists.
- C. A research collective consisting of all industrial–organizational psychologists in the United States.
- D. A think tank offering military consulting for the U.S. government.

5. Who wrote *The Principles of Scientific Management*?

- A. Frederick Taylor
- B. Kurt Lewin
- C. Robert Yerkes
- D. Walter Bingham

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6. In 1966, Lillian Gilbreth received the _____ from the American Society of Civil Engineers.
- A. Hoover Medal
 - B. Pulitzer Prize
 - C. Purple Heart
 - D. Woman of the Year award
7. What is job analysis?
- A. considering whether one person or two people are required for task completion
 - B. deciding who is a good fit for the task
 - C. describing the task accurately
 - D. evaluating how productive an employee will be in a task
8. The United States Department of Labor maintains a database of previously compiled job analyses for different jobs and occupations. What is the database called?
- A. BLS
 - B. JobStor
 - C. O*Net
 - D. USDL database
9. The U.S. Equal Employment Opportunity Commission is responsible for _____.
- A. compiling statistics about the gender pay gap
 - B. enforcing federal laws that make it illegal to discriminate against a job applicant
 - C. offering a database of job analyses for various occupations
 - D. providing a comprehensive list of average salary and projected lifetime earnings for each occupation
10. What is a performance appraisal?
- A. evaluating an employee's success at performing the duties of the job
 - B. determining and listing tasks associated with a particular job
 - C. determining and listing worker traits associated with a particular job
 - D. requiring routine minimum standards for certain occupations
11. Industrial–organizational psychology is a branch of psychology that studies _____.
- A. how human behavior and psychology affect work and how they are affected by work
 - B. how jobs typically performed by women are underpaid compared to jobs typically performed by men
 - C. how the unemployed are fundamentally different from the employed
 - D. why American workers are not as good as Japanese workers

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12. _____ psychology is specifically concerned with describing job requirements and assessing individuals for their ability to meet those requirements.

- A. human factors
- B. industrial
- C. organizational
- D. work

13. _____ psychology is a discipline interested in how relationships among employees affect those employees and the performance of a business.

- A. human factors
- B. industrial
- C. organizational
- D. work

14. As a result of its interest in worker well-being and relationships, organizational psychology includes the study of _____.

- A. how people select their career
- B. sexual harassment
- C. stay at home mothers
- D. workers' risk for obesity

15. Which specialty area within industrial–organizational psychology might involve a study of workers who commit violence in their workplace?

- A. criminal
- B. human factors
- C. industrial
- D. organizational

16. Ted conducts a study regarding how walking on a treadmill instead of sitting at a desk impacts worker productivity. Ted's study is within the industrial–organizational specialty area of _____ psychology.

- A. health
- B. human factors
- C. industrial
- D. organizational

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17. Robert Yerkes, who lived from _____ to _____, was a pioneer in the area of industrial psychology.

- A. 1869–1955
- B. 1876–1956
- C. 1878–1971
- D. 1880–1952

18. Which of the following exemplifies the Hawthorne effect?

- A. Cancer patients participate in therapy sessions and talk about their worries to improve their mental health.
- B. Cancer patients volunteer for an experimental treatment and report improved mood to the researchers during the first few days of the treatment.
- C. Doctors treating those with terminal cancer expect married patients to live longer than unmarried patients.
- D. Patients who know they have cancer act differently from patients with undiagnosed cancer.

19. Which of the following exemplifies a task-oriented approach to job analysis?

- A. driver who can operate a forklift in small spaces, drive a cement-mixer, and handle explosive material
- B. experienced part-time nanny who loves energetic children
- C. motivated and ambitious person to earn money in the comfort of your own home
- D. pet sitter familiar with the feeding habits of reptiles and spiders

20. According to research, what kind of job interview is most successful at predicting job performance?

- A. Interviews do not successfully predict job performance.
- B. Interviews that are structured.
- C. Interviews that are unstructured.
- D. Interviews that ask each candidate a different question.

21. Sex has been determined as a bona fide occupational qualification (BFOQ) for _____.

- A. airline pilots
- B. generals
- C. guards in male prisons
- D. pre-school teachers

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22. Work overload, harassment, and bullying can all lead to _____.

- A. age discrimination
- B. Hawthorne effect
- C. job satisfaction
- D. job stress

23. Melora has a sick child at home. Her employer allows her to _____ for a week, so she can work from home, set her own hours, and complete most of her work while caring for her child.

- A. outwork
- B. telecommute
- C. teleconference
- D. work-sharing

24. Lucia is optimistic about goal achievement, and she encourages her team to think critically and solve problems. She is also considerate of their needs. What type of leader is Lucia?

- A. scientific
- B. transactional
- C. transformational
- D. X-Y

25. Design teams for car manufacturers create new vehicle models. What type of team does this exemplify?

- A. creative
- B. problem-resolution
- C. tactical
- D. virtual

26. A police or FBI SWAT team handling a hostage situation exemplifies a _____ team.

- A. creative
- B. problem-resolution
- C. tactical
- D. virtual

27. _____ are the symbols, language (jargon, slang, and humor), narratives (stories and legends), and practices (rituals) that represent the underlying cultural assumptions of an organizational culture.

- A. basic assumptions
- B. espoused values
- C. observable artifacts
- D. patriarchal

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28. Claudia is told by her psychology professor that if she wants to receive a good grade on her final exam, she will need to come to his house for dinner and private tutoring. Claudia suspects her professor may be sexually harassing her. What form of sexual harassment does this represent?

- A. academic
- B. hostile environment
- C. quid pro quo
- D. withholding a reward

29. Which of the following is a good example of workplace violence?

- A. Dwayne refuses to take the elevator because he is claustrophobic.
- B. Eduardo verbally abuses his assistant.
- C. Mark expects his secretary to drop off his dry cleaning.
- D. Raphael provides performance bonuses only to team leaders.

30. What area are human factors psychologists researching when they study what steps people take to successfully wash their hands before performing surgery?

- A. attention
- B. cognitive engineering
- C. cognitive task analysis
- D. task analysis

31. Which topic was *not* included in Hugo Münsterberg's *Psychology and Industrial Efficiency*?

- A. effective advertising
- B. employee selection
- C. employee termination
- D. employee training

32. What did the researchers, who identified the Hawthorne effect, see as evidence that employee performance was influenced by something other than the physical work conditions?

- A. Any change in a variable, such as lighting levels, led to an improvement in productivity; this was true even when the change was negative, such as a return to poor lighting.
- B. Employees who believed they were under observation performed the same as employees who did not believe they were under observation.
- C. Employees who knew they were being observed called in sick more often than employees who did not know they were being observed.
- D. Managers who told their subordinates they were under observation received more complaints than other managers.

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33. Which of the following statements about Kurt Lewin is *false*?
- A. He conducted research on leadership styles.
 - B. He developed the concept of group dynamic.
 - C. He is considered the founder of social psychology.
 - D. He was president of the APA in 1917.
34. Which of the following statements about Lillian Gilbreth is *false*?
- A. She attended Dartmouth University.
 - B. She investigated the subject of employee fatigue.
 - C. She is known as the mother of modern management.
 - D. She was the first woman to join the American Society of Mechanical Engineers.
35. Which of the following is true regarding the accuracy and reliability of a job analysis?
- A. It can depend on the nature of the descriptions and the source for the job analysis.
 - B. It is hardly ever accurate and reliable.
 - C. It is most accurate when developed from descriptions by people holding the job.
 - D. It is usually extremely accurate and reliable.
36. Why is age a bona fide occupational qualification (BFOQ) for airline pilots?
- A. Airlines are exempt from the provisions of the ADA.
 - B. Mandatory retirement ages exist for safety reasons.
 - C. Passengers feel safer when flying with pilots over the age of 65.
 - D. Younger men were eliminated from the pilot training pool after the terrorist attacks of 9/11.
37. What should be changed to make the following sentence *true*? Research has suggested that the workload factor, which includes variety, difficulty level, and role clarity of the job, is the most predictive factor of overall job satisfaction.
- A. The word “clarity” should be changed to the word “precision.”
 - B. The word “most” should be changed to the word “least.”
 - C. The word “overall” should be changed to the word “general.”
 - D. The word “workload” should be changed to the phrase “work-content.”
38. What has research found to be the primary difference between male and female leadership style?
- A. Men are fascist and women are autocratic.
 - B. Men focus on morale and women focus on achieving goals.
 - C. Men tend to practice an interpersonal style and women practice a task-oriented style.
 - D. Women tend to practice an interpersonal style and men practice a task-oriented style.

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39. Transactional leaders do not _____.

- A. focus on organizational goals
- B. focus on supervision
- C. focus on worker input regarding assigned goals
- D. maintain the status quo

40. What should be changed to make the following sentence *true*? In human factors psychology, the area of cognitive engineering includes the study of vigilance and monitoring, recognizing signals in noise, mental resources, and divided attention.

- A. The phrase “cognitive engineering” should be changed to the word “attention.”
- B. The phrase “human factors” should be changed to the word “ergonomics.”
- C. The word “area” should be changed to the word “subject.”
- D. The word “engineering” should be changed to the word “dissonance.”

Chapter 14: Stress, Lifestyle, and Health

41. When did the term *stress* enter scientific literature?

- A. 1930s
- B. 1940s
- C. 1950s
- D. 1960s

42. A demanding or threatening event is often called a(n) _____.

- A. animator
- B. distressor
- C. eustressor
- D. stressor

43. A stressor is likely to be appraised as a threat when someone _____.

- A. anticipates that it could lead to some kind of harm, loss, or other negative consequence
- B. believes it is a threat
- C. believes that it carries the potential for gain or personal growth
- D. experiences the physical responses subjectively defined as the fear response

44. _____ is the kind of stress associated with positive feelings, as well as optimal health and performance.

- A. anti-stress
- B. distress
- C. eustress
- D. pro-stress

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45. _____ is a state of intense engagement in an activity; it is usually experienced while participating in creative work and leisure endeavors.

- A. flow
- B. happiness
- C. momentum
- D. oneness

46. Optimism is a tendency toward a(n) _____.

- A. angry outlook and negative expectations
- B. negative outlook and negative expectations
- C. neutral outlook and low expectations
- D. positive outlook and positive expectations

47. _____ is stress-reduction technique whereby electronic equipment measuring a person's involuntary (neuromuscular and autonomic) activity helps him gain a level of voluntary control over these processes.

- A. biofeedback
- B. meditation
- C. relaxation response technique
- D. the Selye Method

48. Which term refers to mental or behavioral efforts used to manage problems relating to stress, including the cause and the unpleasant feelings and emotions it produces?

- A. autopilot
- B. biofeedback
- C. coping
- D. distress

49. Who developed biofeedback as a technique to treat combat stress?

- A. Gary Schwartz
- B. Herbert Benson
- C. Martin Seligman
- D. Richard Rahe

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50. Guidance, encouragement, acceptance, emotional comfort, and tangible assistance are all examples of _____.

- A. eustress
- B. happiness
- C. health
- D. social support

51. Which of the following is an example of a stimulus-based definition of stress?

- A. Caroline experiences stress because she is home alone and hears unusual noises outside.
- B. Carrie experiences stress because she notices her car is almost out of gas and worries about being stranded on the highway, but then she feels better when she sees a gas station nearby.
- C. Grace experiences stress when she sees the coyote, but Mary thinks the coyote is a dog so she does not experience stress.
- D. Laura experiences stress because her heart rate increased when she noticed the spider.

52. Which of the following is an example of a stressor?

- A. being in car accident
- B. daydreaming about robots
- C. falling asleep in class
- D. reading a comic novel about zombies

53. A stressor would be appraised as a _____ if someone anticipates that it could lead to some kind of harm, loss, or other negative consequence; however, if someone believes that it carries the potential for gain or personal growth, it would be appraised as a _____.

- A. challenge; threat
- B. response; stimulus
- C. stimulus; response
- D. threat; challenge

54. Heather considers taking a new job. She focuses on the increased opportunities for promotion and the higher salary rather than her increased responsibilities; therefore, she views the new position as a _____ rather than a _____.

- A. challenge; distress
- B. challenge; threat
- C. distress; eustress
- D. threat; challenge

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55. People who reach the _____ level of stress feel burned out; they are fatigued, exhausted, and their performance begins to decline.

- A. distress
- B. eustress
- C. primary
- D. secondary

56. Noticing that you have difficulty concentrating during and after periods of prolonged stress exemplifies how stress can have a negative _____ impact.

- A. cognitive
- B. emotional
- C. physical
- D. social

57. A _____ psychologist might investigate why people continue to smoke or eat high fat and processed food despite knowing the potential adverse health implications of such behaviors.

- A. fitness
- B. Gestalt
- C. health
- D. stress

58. Jade hears a rattle. When she turns around she sees a rattlesnake inches from her leg. Her pupils dilate, her heart pounds, and she begins to sweat. This response is called the _____ response.

- A. emotion-threat
- B. eustress-distress
- C. fight-or-flight
- D. flight-or-fright

59. Which of the following is an example of the resistance stage of the general adaptation syndrome?

- A. Diamond begs her mother for a puppy even after she is told she can't have one.
- B. It is time for Fallon's nap, but he cannot fall sleep.
- C. Patrice can't stop talking even after her teacher asks her to remain silent.
- D. Tyrique almost falls out of the tree, but he grabs a branch, and now that the danger of falling has passed, he focuses his energy and attention on getting down from the tree safely.

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60. Keegan is a police officer. She was recently placed on administrative leave because she was shot during an armed robbery. Since the shooting, she can't stop thinking about how it felt to be shot, she is often angry with her husband, she jumps when she hears a loud noise, and she takes a 15 minute detour when driving home to avoid the neighborhood where it happened. Keegan probably suffers from _____.

- A. physiological stressors related to her shooting
- B. posttraumatic stress disorder
- C. prolonged exposure to cortisol
- D. the exhaustion stage of the general adaptation syndrome

61. Factory worker, supermarket cashier, and short-order cook are all examples of occupations with high levels of _____.

- A. career stress
- B. employee burnout
- C. job strain
- D. worker fatigue

62. Anna is a school counselor. She hates going to work and wants to lock the door and cry whenever a student comes to her for help. She just doesn't feel like she has anything left to give. What aspect of job burnout does this exemplify?

- A. depersonalization
- B. diminished personal accomplishment
- C. exhaustion
- D. giving up

63. Ehab is a high school science teacher. He recently received a Teacher of the Year award for his district, but he believes he only received it because no one else bothered to apply for it. He is a popular teacher, but he is convinced the students only pretend to like him so they will get better grades. What aspect of job burnout does this exemplify?

- A. alarm
- B. depersonalization
- C. diminished personal accomplishment
- D. exhaustion

64. Dr. Frobish possesses a _____ behavior pattern because she is an intensively driven workaholic, preoccupied with deadlines, and always seems to be in a rush.

- A. Tiger
- B. Type A
- C. Type B
- D. Type One

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65. A(n) _____ attack is often triggered by environmental factors, such as air pollution, allergens, cigarette smoke, airway infections, cold air or a sudden change in temperature, and exercise.

- A. asthma
- B. cardiovascular
- C. heart
- D. stress

66. Marcy is in a car accident. This is an example of a(n) _____ stressor.

- A. acute
- B. automatic
- C. chronic
- D. subjective

67. Brizan has just lost his job. He is proactive in trying to resolve this source of stress: He immediately uses the Internet to look up other jobs in his field and plans to eliminate non-essentials from his budget to make his savings last longer. Which type of coping approach is Brizan using?

- A. avoidant
- B. emotion focused
- C. problem focused
- D. stress reduction

68. Nawaz and his boyfriend break up. Nawaz makes an internal attribution for this outcome. Complete the sentence to show an internal attribution that Nawaz could make. My boyfriend broke up with me because _____.

- A. He can't appreciate how wonderful I am.
- B. His parents think he should focus on school.
- C. I am unlovable.
- D. We were not right for each other.

69. Ashaela is Black, and she is attending a college with a predominately White population. She is the only Black student in several of her classes; last week in her psychology class, another student muttered a racist slur as she passed Ashaela's desk. Ashaela is attempting to cope by talking to her parents about her heritage and joining the Black Student Union on campus. This exemplifies the _____ strategy for coping with racism.

- A. anger expression
- B. chronic-acute
- C. racial identity
- D. withdrawal from the situation

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70. Lydia is often described as having a positive outlook on life. She assumes the best of people and situations. Lydia exemplifies _____.

- A. negative affectivity
- B. optimism
- C. positive psychology
- D. Type A personality

71. What is a major criticism of both the stimulus- and response-based definitions of stress?

- A. These definitions are not parsimonious.
- B. These definitions are not testable.
- C. These definitions have been tested under controlled conditions.
- D. These definitions provide a complete definition of stress.

72. Angela transfers to a new high school for gifted children and has trouble making friends. She expected this and plans to change it by joining more after school clubs and sitting next to different people at lunch. She believes she has effective options for dealing with the stressor of having no friends; therefore, she experiences _____.

- A. less stress than someone who has no effective options
- B. more anxiety than someone who has no effective options
- C. more stress than someone who has no effective options
- D. no physiological response to the stressor of having no friends

73. Which of the following statements about the relationship between stress and performance is *true*?

- A. As stress levels decrease from moderate to low, performance also decreases.
- B. As stress levels decrease from moderate to low, performance increases.
- C. As stress levels increase from low to moderate, performance also increases.
- D. As stress levels increase from low to moderate, performance decreases.

74. In Hans Selye's rat study, rats that were exposed to stressors over a long period of time showed signs of _____.

- A. adrenal dissipation, thymus and lymph node mortification, and constipation
- B. adrenal enlargement, thymus and lymph node enlargement, and stomach ulceration
- C. adrenal enlargement, thymus and lymph node shrinkage, and stomach ulceration
- D. adrenal shrinkage, thymus and lymph node enlargement, and stomach ulceration

75. Which of the following is a negative effect of extended cortisol release caused by chronic or prolonged stress?

- A. The heart is subjected to abnormal pressure.
- B. The immune system is weakened.

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- C. The lungs are placed are under stress.
- D. The thyroid is damaged.

76. What is one reason that more affluent individuals may experience better health?

- A. They are smarter than less affluent individuals.
- B. They have more healthy genes.
- C. They tend to believe their reaction to life's stressors is out of their hands, so they worry less about their health.
- D. They tend to believe they can personally control and manage their reaction to life's stressors.

77. Which of the following is *not* one of the three aspects of job burnout?

- A. depersonalization
- B. diminished sense of personal accomplishment
- C. exhaustion
- D. wanting to quit

78. How can a study that involves exposing people to live viruses demonstrate a link between stress and impaired immune function?

- A. Stress makes a person less likely to volunteer for a psychological study, so the people involved in the study should be less likely to get sick.
- B. Stress makes a person more likely to believe they are sick, so people with high stress levels should be more likely to report getting sick.
- C. Stress strengthens the immune system, so people with high stress levels should be less likely to get sick.
- D. Stress weakens the immune system, so people with high stress levels should be more likely to get sick.

79. Hypertension is a major risk factor for heart disease because it _____.

- A. forces the heart to pump harder, which puts more physical strain on the heart
- B. places stress on the thyroid system, which inflames the arteries
- C. restricts a person's salt intake, which suppresses the immune system
- D. slows the heart rate, which leads to less efficient distribution of oxygen through the body

80. Is anger suppression or anger expression a more effective approach for coping with racism?

- A. Research clearly shows neither approach is effective.
- B. Research shows anger expression is more effective.
- C. Research shows anger suppression is more effective.
- D. Some research shows anger suppression is more effective while other research shows anger expression is more effective.