西北师范大学商学院 2013---2014 学年第一学期期末考试

《组织行为学 Organizational Behavior》（双语）试卷

题目	Ⅰ	Ⅱ	Ⅲ	Ⅳ	Ⅴ	Ⅵ	总分
得分							

学号:_____专业:_____班级:_____姓名:_____

得分	评卷人

Ⅰ. Choose the best answer for each of the following questions.(1for1,10%)

1 . Which of the following would <u>not</u> be considered an organization? _____.
A) a church
B) a university
C) a military unit
D) all adults in a given community

2. Age, race, gender, ethnicity, religion, and disability status are examples of _____.
A) deep-level diversity
B) surface-level diversity
C) shared values and preferences
D) personality traits

3. The emotional, or feeling component of a person's attitude is called _____.
A) complex understanding
B) the cognitive component
C) the affective component
D) a complex attitude

4. Which of the following statements about the determinants of personality is true? _____.
A) Personality appears to have no determinants.
B) Personality appears to be a result of external factors.
C) Personality appears to be a result of only environmental factors.
D) Personality appears to be a result of both hereditary and environmental factors.

5. What is the name of the theory that deals with how we explain behavior differently depending on the meaning we assign to the behavior of the actor? _____.
A) behavioral theory

B) judgment theory

C) selective perception theory

D) attribution theory

6. What term is used for the tendency of an individual to attribute his own successes to internal factors while putting the blame for failures on external factors? _____.

A) fundamental attribution error

B) self-serving bias

C) consistency

D) stereotyping

7. What sort of groups is defined by the organization's structure? _____.

A) informal

B) task

C) friendship

D) formal

8. Which of the following helps explain the current popularity of teams? Teams ___.

A) are easier to manage

B) better utilize employee talents

C) are less expensive

D) promote socialization and cohesion

9. Communication must include both the _____ and the understanding of meaning.

A) transportation

B) interpretation

C) triaging

D) transference

10. Leadership is best defined as _____.

A) the ability to influence a group in goal achievement

B) keeping order and consistency in the midst of change

C) implementing the vision and strategy provided by management

D) coordinating and staffing the organization and handling day-to-day problems

得分	评卷人

Ⅱ. Translate the following terms.(2for1,20%)

1. Job Involvement

2. Organizational Commitment

3. Employee Engagement

4. Emotional Intelligence (EI)
5. Reference Groups

6.群体思维

7.人际技能

8.工作满意度

9.组织公民行为

10.期望理论

得分	评卷人

Ⅲ．Please explain the following nouns in English. (4for1,20%)

1. Psychological Empowerment

2. Social Loafing

3. **Stereotyping**

4. **Interacting Groups**

5. **Cohesiveness**

得分	评卷人

Ⅳ．**Answer the following questions.（6for1,30%）**

1. How can managers increase job satisfaction?

2. What is the difference between formal and informal groups?

3. How can group cohesiveness be increased?

4. What are the differences between leadership and management?

5. What is a positive organizational culture and what key variables are used in creating it?

得分	评卷人

Ⅴ．Case Analysis．(10for1，10%)

　　"过去的生活是那么简单"，一位伐木工有感而发，"我父亲砍下木头来，把它们送到锯木厂，从而得到报酬，木材的需求十分稳定，树木的供应绰绰有余，那时候的生活是多么美好啊！""那现在有什么不同呢？"有人问这位伐木工。"一切都变了，现在的伐木设备要花费几十万美元，我要做什么都要得到政府的允许才行。环境保护组织反对伐木，木材需求的波动很大，极度残酷的竞争使我多挣一个美元都十分困难。我不知道还能否挣扎着维持生计。"

根据案例，回答以下问题：

（1）组织变革的动力和阻力有哪些？

（2）假如你是组织的领导者，对于变革应如何调控和管理？

得分	评卷人

Ⅵ．Discuss．（10for1,10%）

联系实际谈谈人际关系在组织中的作用。