

Texas A&M University (TAMU) MGMT363 Managing People in Organizations Exam 1 Practice Exam (Sample)

Study Guide



Everything you need from our exam experts!

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Introduction

Preparing for a certification exam can feel overwhelming, but with the right tools, it becomes an opportunity to build confidence, sharpen your skills, and move one step closer to your goals. At Examzify, we believe that effective exam preparation isn't just about memorization, it's about understanding the material, identifying knowledge gaps, and building the test-taking strategies that lead to success.

This guide was designed to help you do exactly that.

Whether you're preparing for a licensing exam, professional certification, or entry-level qualification, this book offers structured practice to reinforce key concepts. You'll find a wide range of multiple-choice questions, each followed by clear explanations to help you understand not just the right answer, but why it's correct.

The content in this guide is based on real-world exam objectives and aligned with the types of questions and topics commonly found on official tests. It's ideal for learners who want to:

- Practice answering questions under realistic conditions,
- Improve accuracy and speed,
- Review explanations to strengthen weak areas, and
- Approach the exam with greater confidence.

We recommend using this book not as a stand-alone study tool, but alongside other resources like flashcards, textbooks, or hands-on training. For best results, we recommend working through each question, reflecting on the explanation provided, and revisiting the topics that challenge you most.

Remember: successful test preparation isn't about getting every question right the first time, it's about learning from your mistakes and improving over time. Stay focused, trust the process, and know that every page you turn brings you closer to success.

Let's begin.

How to Use This Guide

This guide is designed to help you study more effectively and approach your exam with confidence. Whether you're reviewing for the first time or doing a final refresh, here's how to get the most out of your Examzify study guide:

1. Start with a Diagnostic Review

Skim through the questions to get a sense of what you know and what you need to focus on. Your goal is to identify knowledge gaps early.

2. Study in Short, Focused Sessions

Break your study time into manageable blocks (e.g. 30 - 45 minutes). Review a handful of questions, reflect on the explanations.

3. Learn from the Explanations

After answering a question, always read the explanation, even if you got it right. It reinforces key points, corrects misunderstandings, and teaches subtle distinctions between similar answers.

4. Track Your Progress

Use bookmarks or notes (if reading digitally) to mark difficult questions. Revisit these regularly and track improvements over time.

5. Simulate the Real Exam

Once you're comfortable, try taking a full set of questions without pausing. Set a timer and simulate test-day conditions to build confidence and time management skills.

6. Repeat and Review

Don't just study once, repetition builds retention. Re-attempt questions after a few days and revisit explanations to reinforce learning. Pair this guide with other Examzify tools like flashcards, and digital practice tests to strengthen your preparation across formats.

There's no single right way to study, but consistent, thoughtful effort always wins. Use this guide flexibly, adapt the tips above to fit your pace and learning style. You've got this!

Questions

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- 1. What describes the relationship between cause and effect?**
 - A. Causality**
 - B. Correlation**
 - C. Hypothesis**
 - D. Meta-analysis**
- 2. Which two factors are identified as moderators of job satisfaction?**
 - A. Moods and values**
 - B. Emotions and experiences**
 - C. Moods and emotions**
 - D. Attitudes and perceptions**
- 3. Which type of contracts focus narrowly on specific monetary obligations?**
 - A. Relational contracts**
 - B. Transactional contracts**
 - C. Psychological contracts**
 - D. Social contracts**
- 4. Which type of employee contracts are more likely to contribute to long-term employee-employer relationships?**
 - A. Transactional contracts**
 - B. Diversity of the workplace**
 - C. Relational contracts**
 - D. Withdrawal behaviors**
- 5. What performance measurement method requires managers to categorize employees into specific ranking percentages?**
 - A. Job Enrichment**
 - B. Forced Ranking**
 - C. Performance Appraisal**
 - D. 360-Degree Feedback**

6. What does the Value-Percept Theory suggest about job satisfaction?

- A. It depends on the employee's pay scale**
- B. It depends on whether a job meets the things the employee values**
- C. It is solely based on job security**
- D. It is not influenced by promotions**

7. Which model describes the four general responses to negative events in the workplace?

- A. EVLN Model**
- B. ABC Model**
- C. UTAUT Model**
- D. Job Demands-Resources Model**

8. Citizens are typically characterized by which of the following?

- A. High commitment and high performance**
- B. High commitment and low performance**
- C. Low commitment and high performance**
- D. Low commitment and low performance**

9. Which type of commitment reflects a desire to stay in an organization out of emotional attachment?

- A. Normative Commitment**
- B. Affective Commitment**
- C. Continuance Commitment**
- D. Embeddedness**

10. Which of the following best describes citizenship behavior?

- A. Mandatory tasks for job completion**
- B. Voluntary activities that enhance the work environment**
- C. Tasks assigned by a supervisor**
- D. Behavior that leads to promotions**

Answers

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1. A
2. C
3. B
4. C
5. B
6. B
7. A
8. B
9. B
10. B

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Explanations

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1. What describes the relationship between cause and effect?

- A. Causality**
- B. Correlation**
- C. Hypothesis**
- D. Meta-analysis**

Causality describes the relationship between cause and effect, indicating that one event directly influences or brings about another event. In this context, if A causes B, then A is the cause and B is the effect. Understanding causality is fundamental in many fields, including management, as it helps to identify the underlying reasons for certain outcomes or behaviors in organizations. This is crucial for developing effective strategies and interventions. In contrast, correlation refers to a statistical measure that indicates the extent to which two variables fluctuate together, but it does not imply that one variable causes the other. A hypothesis is a testable prediction about the relationship between variables, while meta-analysis is a statistical analysis that combines results from multiple studies to draw broader conclusions. These concepts are related to research and statistical analysis but do not specifically define the direct relationship between cause and effect like causality does.

2. Which two factors are identified as moderators of job satisfaction?

- A. Moods and values**
- B. Emotions and experiences**
- C. Moods and emotions**
- D. Attitudes and perceptions**

The correct choice highlights the significance of moods and emotions as moderators of job satisfaction because these factors influence how individuals perceive their work environment and experiences at work. Moods refer to the overall emotional state that can be affected by various factors such as personal circumstances, while emotions are usually more specific reactions to particular situations or events. When employees are in a good mood, they tend to evaluate their job more favorably. Similarly, positive emotions experienced from work-related achievements or supportive social interactions can enhance overall job satisfaction. Conversely, negative moods or emotions can lead to a distorted perception of job experiences, ultimately diminishing job satisfaction. Understanding the role of these emotional factors is essential for assessing employee attitudes and developing interventions aimed at improving job satisfaction in the workplace. The other options, while they encompass different aspects of individual psychology, do not specifically pinpoint the combination of moods and emotions as they relate directly to moderating job satisfaction. For instance, attitudes and perceptions are more about overall evaluations and interpretations rather than the transient emotional states that can fluctuate.

3. Which type of contracts focus narrowly on specific monetary obligations?

- A. Relational contracts**
- B. Transactional contracts**
- C. Psychological contracts**
- D. Social contracts**

Transactional contracts are designed to address specific monetary obligations between the parties involved. These contracts outline the precise terms of the exchange, such as payment amounts and conditions, making them clear and straightforward. The focus on specific obligations allows for a clear understanding of what each party is expected to deliver and receive, minimizing ambiguity. In contrast, relational contracts build upon the ongoing relationship between parties, emphasizing trust and cooperation over strict monetary terms. Psychological contracts pertain to the expectations and perceptions of mutual obligations between an employee and employer, which are not legally binding. Social contracts refer to broader societal agreements that dictate moral and ethical norms, rather than specific monetary commitments. Therefore, transactional contracts are the most appropriate choice when discussing agreements focused on concrete financial responsibilities.

4. Which type of employee contracts are more likely to contribute to long-term employee-employer relationships?

- A. Transactional contracts**
- B. Diversity of the workplace**
- C. Relational contracts**
- D. Withdrawal behaviors**

The correct answer, relational contracts, refers to agreements between employees and employers that emphasize ongoing relationships over transactional exchanges. These contracts often embody a deeper mutual commitment, trust, and long-term investment from both sides, which can foster loyalty and encourage employees to remain with the organization for extended periods. Relational contracts typically include elements such as job security, development opportunities, and supportive workplace cultures, which create an environment conducive to employee engagement and retention. When employees perceive that their employers are invested in their growth and well-being, they are more likely to reciprocate with their dedication and performance, contributing to a stronger alignment of interests. In contrast, transactional contracts are characterized by short-term exchanges focused on specific tasks or deliverables. This type of arrangement often lacks the emotional and relational depth that fosters long-term commitment. The diversity of the workplace is about the variety of perspectives and backgrounds, which can enhance team dynamics but does not directly relate to the nature of employee contracts. Similarly, withdrawal behaviors refer to actions employees take when disengaged, such as absenteeism or reduced effort, which can be a reaction to poor contract conditions rather than a contributor to relationship strength.

5. What performance measurement method requires managers to categorize employees into specific ranking percentages?

- A. Job Enrichment**
- B. Forced Ranking**
- C. Performance Appraisal**
- D. 360-Degree Feedback**

The method that requires managers to categorize employees into specific ranking percentages is known as **Forced Ranking**. This approach involves evaluating employees relative to one another, often requiring managers to distribute employees across a predetermined distribution curve (e.g., top 20%, middle 70%, bottom 10%). The intent behind this system is to identify high performers and low performers, driving accountability and encouraging competition among employees. It can help to make difficult personnel decisions about promotions and terminations based on a clear, defined ranking. In contrast, **Job Enrichment** aims to enhance employee motivation by adding more meaningful tasks to job roles rather than assessing performance. **Performance Appraisal** typically focuses on assessing the skills, accomplishments, and growth of employees without necessarily imposing a forced distribution of rankings. Lastly, **360-Degree Feedback** involves gathering performance feedback from various stakeholders, including peers, subordinates, and supervisors, but does not inherently rank employees against each other. Therefore, **Forced Ranking** is uniquely characterized by its emphasis on specific ranking percentages among employees.

6. What does the Value-Percept Theory suggest about job satisfaction?

- A. It depends on the employee's pay scale**
- B. It depends on whether a job meets the things the employee values**
- C. It is solely based on job security**
- D. It is not influenced by promotions**

The **Value-Percept Theory** posits that job satisfaction is influenced by the extent to which a job meets the individual's values and needs. According to this theory, employees have different values and expectations concerning various aspects of their jobs, such as pay, benefits, recognition, work-life balance, and opportunities for advancement. When a job aligns with what an employee values, their satisfaction increases. Conversely, if a job does not meet those values, job satisfaction may decline. This perspective emphasizes the subjective nature of job satisfaction, highlighting that it can vary significantly from person to person based on their unique preferences and what they prioritize in their work experience. Thus, the theory suggests that understanding an employee's values is key to enhancing their job satisfaction and overall well-being at work.

7. Which model describes the four general responses to negative events in the workplace?

- A. EVLN Model**
- B. ABC Model**
- C. UTAUT Model**
- D. Job Demands-Resources Model**

The correct choice is the EVLN Model, which stands for Exit, Voice, Loyalty, and Neglect. This model describes how individuals respond to dissatisfaction in the workplace and categorizes their reactions into four distinct types. - Exit refers to leaving the organization or withdrawing from a situation. - Voice involves actively communicating concerns or suggestions for improvement to management. - Loyalty reflects a person's decision to stay with the organization and remain supportive, even in the face of challenges. - Neglect indicates a deterioration in performance or a lack of effort, where the individual disengages without formally leaving the organization. Understanding this model is crucial for managers and organizations as it highlights the different strategies employees may adopt when faced with negative situations, allowing leaders to address concerns effectively and mitigate turnover or disengagement. The other models mentioned do not specifically address these four responses to negative events in the workplace. The ABC Model focuses more on behavioral psychology regarding attitudes and change, the UTAUT Model pertains to user acceptance of technology, and the Job Demands-Resources Model looks at the balance between job demands and resources available to cope with those demands. Therefore, the EVLN Model is uniquely suited to illustrate employee reactions to workplace dissatisfaction.

8. Citizens are typically characterized by which of the following?

- A. High commitment and high performance**
- B. High commitment and low performance**
- C. Low commitment and high performance**
- D. Low commitment and low performance**

Citizens in the context of organizational behavior are often described as individuals who demonstrate high levels of commitment to the organization but may not consistently achieve high performance levels. This can occur for several reasons: they might be passionate about the organization's mission, values, and culture, which drives their commitment, but their actual performance may be hindered by various factors, such as lack of resources, inadequate skills, or unclear job responsibilities. Essentially, citizens are loyal and engaged employees who are willing to support the organization and its goals, even if their output does not always match their level of enthusiasm or dedication. This commitment manifests in behaviors like teamwork, volunteering for projects, and contributing positively to the company culture, even if those contributions do not always translate into measurable results. Understanding this characteristic can help managers identify ways to enhance performance among committed but underperforming employees, possibly through training, mentorship, or clear performance expectations.

9. Which type of commitment reflects a desire to stay in an organization out of emotional attachment?

- A. Normative Commitment**
- B. Affective Commitment**
- C. Continuance Commitment**
- D. Embeddedness**

Affective commitment reflects an emotional attachment to the organization. Individuals who experience high levels of affective commitment genuinely care about their organization and its goals, and they feel a deep sense of belonging. This emotional connection can be fostered through positive experiences, supportive relationships with coworkers, a shared sense of purpose, and alignment of personal values with the organization's mission. In contrast, normative commitment is based on an obligation to stay with the organization, often driven by feelings of loyalty or cultural expectations. Continuance commitment refers to a desire to remain in the organization primarily due to perceived costs associated with leaving, such as loss of benefits or job security. Finally, embeddedness describes a sense of being entrenched in a workplace, influenced by various factors such as community ties and job fit. While these concepts all pertain to commitment to an organization, affective commitment is uniquely characterized by that emotional bond which enhances retention and engagement in the workplace.

10. Which of the following best describes citizenship behavior?

- A. Mandatory tasks for job completion**
- B. Voluntary activities that enhance the work environment**
- C. Tasks assigned by a supervisor**
- D. Behavior that leads to promotions**

Citizenship behavior is best described by voluntary activities that enhance the work environment. This concept encompasses actions taken by employees that go beyond their formal job requirements, contributing positively to the organizational culture and supporting their colleagues. Such behaviors can include helping coworkers, participating in team-building activities, and showing initiative to improve workplace processes. These actions are not required for job completion, nor are they typically recognized through formal rewards or promotions, but they play a crucial role in fostering a supportive and collaborative workplace. Therefore, recognizing and encouraging citizenship behavior can significantly improve overall organizational effectiveness.

Next Steps

Congratulations on reaching the final section of this guide. You've taken a meaningful step toward passing your certification exam and advancing your career.

As you continue preparing, remember that consistent practice, review, and self-reflection are key to success. Make time to revisit difficult topics, simulate exam conditions, and track your progress along the way.

If you need help, have suggestions, or want to share feedback, we'd love to hear from you. Reach out to our team at hello@examzify.com.

Or visit your dedicated course page for more study tools and resources:

<https://tamu-mgmt363-exam1.examzify.com>

We wish you the very best on your exam journey. You've got this!

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