

University of Central Florida (UCF) MAN3025 Management of Organizations Practice Exam 1 (Sample)

Study Guide



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SAMPLE

Questions

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1. What does normative commitment primarily emphasize?
 - A. Work ethic
 - B. Emotional attachment
 - C. Belief in organization values
 - D. Job performance
2. What is the focus of Adam's Equity Theory?
 - A. Relationship between tasks and outcomes
 - B. Comparison of inputs and outcomes with others
 - C. Internal versus external motivation factors
 - D. Short-term versus long-term rewards
3. What is the tendency to assume that others share one's own beliefs and feelings known as?
 - A. Projection
 - B. Halo Effect
 - C. Similarity
 - D. Primacy Effect
4. What is the process of screening out information we do not wish to hear called?
 - A. Projection
 - B. Selective Perception
 - C. Closure
 - D. Similarity
5. What term describes the need for achievement in motivation theory?
 - A. nAch
 - B. Motivation Factor
 - C. Performance Index
 - D. Reward Expectancy

6. What refers to the level of task difficulty that a person believes they can attain?
- A. Locus of Control
 - B. Magnitude
 - C. Strength
 - D. Personality
7. What type of managers support line workers by providing specialized technical skills?
- A. Line Managers
 - B. Functional Managers
 - C. Staff Managers
 - D. Top Managers
8. Which personality trait describes the degree to which individuals maintain consistent reactions to events?
- A. Conscientiousness
 - B. Emotional Stability
 - C. Openness to Experience
 - D. Agreeableness
9. What is the term for our capacity to detect environmental stimuli that we may not be consciously aware of?
- A. Sensation
 - B. Perception
 - C. Attention
 - D. Consciousness
10. Which level of need in Maslow's hierarchy focuses on respect and recognition from others?
- A. Physiological
 - B. Self-actualization
 - C. Esteem
 - D. Security

Answers

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

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Explanations

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1. What does normative commitment primarily emphasize?

- A. Work ethic
- B. Emotional attachment
- C. Belief in organization values
- D. Job performance

Normative commitment primarily emphasizes an employee's belief in the values and mission of their organization. This form of commitment is based on a sense of obligation, where individuals feel they ought to remain with their employer due to perceived ethical or moral reasons. Employees with strong normative commitment believe that it's the right thing to do to stay with the organization, often influenced by factors such as societal expectations, loyalty, or the company having invested in their development. This commitment can enhance an organization's culture, as individuals with normative commitment often act in ways that reinforce the values and goals of the organization. Their alignment with organizational values can lead to increased cohesion and support for the organization's mission. The other aspects mentioned, such as work ethic, emotional attachment, and job performance, do not capture the essence of normative commitment as effectively. While they are important in their own right, they relate more to the individual's attitude toward their work or their relationship with the organization rather than a strong belief in the organization's values and ethos.

2. What is the focus of Adam's Equity Theory?

- A. Relationship between tasks and outcomes
- B. Comparison of inputs and outcomes with others
- C. Internal versus external motivation factors
- D. Short-term versus long-term rewards

Adam's Equity Theory focuses on the comparison of inputs and outcomes with others. This theory posits that individuals assess their own contribution to relationships or situations in comparison to others, which influences their feelings of fairness and equity. When individuals perceive an imbalance—such as putting in more effort (inputs) while receiving less reward (outcomes) than their peers—they may feel dissatisfied or demotivated. This comparative assessment fosters a strong emotional response, driving individuals to seek equity either by adjusting their own inputs, altering perceptions of their own or others' contributions, or even changing their workplace behavior to restore a sense of fairness. Overall, this comparison is fundamental to understanding motivation and satisfaction within work environments, making it a central aspect of Adam's Equity Theory.

3. What is the tendency to assume that others share one's own beliefs and feelings known as?

A. Projection

B. Halo Effect

C. Similarity

D. Primacy Effect

The tendency to assume that others share one's own beliefs and feelings is known as projection. This psychological concept involves individuals attributing their own thoughts, feelings, or motives to others, often leading to a misunderstanding of how others truly think or feel. For example, if someone is feeling optimistic about a project, they may project this positivity onto their colleagues, believing that everyone else shares the same enthusiasm. In contrast, the other concepts mentioned in the question have different meanings. The halo effect refers to the cognitive bias where the perception of one positive quality leads to the assumption of other positive traits. Similarity generally relates to the preference for individuals who are perceived as being like oneself, which is not specifically tied to the assumption of shared beliefs. The primacy effect involves the phenomenon where the first piece of information encountered is more influential in forming opinions or judgments than subsequent information. Understanding projection is critical as it highlights the importance of recognizing individual differences in beliefs and feelings within organizational contexts. This awareness can lead to more effective communication and collaboration among team members.

4. What is the process of screening out information we do not wish to hear called?

A. Projection

B. Selective Perception

C. Closure

D. Similarity

The process of screening out information we do not wish to hear is called selective perception. This concept refers to the tendency of individuals to focus on and filter information based on their pre-existing beliefs, attitudes, and desires. In other words, people are likely to notice and remember information that aligns with their views while ignoring or downplaying information that contradicts them. This cognitive bias can significantly influence decision-making and interpersonal communication, as individuals may create a skewed understanding of reality based on their selective interpretation of information. Selective perception can lead to misunderstandings in organizational settings, as team members and leaders may misinterpret feedback or ignore critical information that could aid in problem-solving or enhancing team dynamics. Understanding this process allows individuals to be more aware of their biases and encourages a more inclusive and open-minded approach to gathering information and making decisions.

5. What term describes the need for achievement in motivation theory?

- A. nAch
- B. Motivation Factor
- C. Performance Index
- D. Reward Expectancy

The term "nAch" refers to need for achievement, which is a key concept within motivation theory, particularly in the context of McClelland's Theory of Needs. This term specifically captures an individual's desire to excel, succeed, and achieve goals that require skill and effort. People with a high need for achievement (nAch) thrive on setting challenging goals and taking calculated risks. They seek feedback to measure their progress, which in turn drives their motivation and performance. In contrast, other terms like Motivation Factor, Performance Index, and Reward Expectancy do not directly encapsulate the concept of need for achievement. Motivation Factor is a broader term that could refer to various factors influencing motivation without focusing on the achievement aspect specifically. Performance Index generally relates to measuring performance metrics rather than psychological needs. Reward Expectancy refers to the anticipation of outcomes or rewards based on behaviors but does not specifically address the inherent desire for achievement as described by nAch. Therefore, nAch is the appropriate term for describing the need for achievement in motivation theory.

6. What refers to the level of task difficulty that a person believes they can attain?

- A. Locus of Control
- B. Magnitude
- C. Strength
- D. Personality

The term that refers to the level of task difficulty that a person believes they can attain is magnitude. In the context of self-efficacy, magnitude reflects an individual's confidence in their ability to successfully perform a task at varying levels of difficulty. This concept is crucial in understanding motivation and goal-setting, as individuals often set their goals based on their perceived capabilities. When someone has a high sense of magnitude, they are likely to take on more challenging tasks, believing that they can achieve them, which can lead to greater performance and satisfaction. In contrast, a low sense of magnitude may lead to avoidance of difficult tasks and a lack of motivation. Other terms like locus of control refer to the belief about the extent to which individuals can control the events affecting them, while strength pertains to the intensity of the belief or attitude, and personality generally describes a person's characteristics and traits.

7. What type of managers support line workers by providing specialized technical skills?

- A. Line Managers
- B. Functional Managers
- C. Staff Managers
- D. Top Managers

Staff managers are responsible for supporting line workers by providing specialized technical skills and services that assist in the achievement of organizational goals. Unlike line managers, who directly oversee the operations and performance of line workers, staff managers focus on specific areas such as human resources, accounting, or marketing, which require specialized knowledge. This division allows line managers to focus on their core tasks while staff managers enhance overall productivity and efficiency through their expertise. For instance, a staff manager in human resources might develop training programs for line employees, while a staff manager in IT could provide essential technological support. This differentiation is fundamental in organizational structure and helps maintain a clear hierarchy whereby staff managers complement the work of line managers. Understanding this distinction is crucial for grasping how various managerial roles contribute to the functionality of an organization.

8. Which personality trait describes the degree to which individuals maintain consistent reactions to events?

- A. Conscientiousness
- B. Emotional Stability
- C. Openness to Experience
- D. Agreeableness

The personality trait that best describes the degree to which individuals maintain consistent reactions to events is emotional stability. This trait refers to how well a person can manage their emotional responses and maintain a stable mood across different situations. Individuals who score high in emotional stability are typically resilient and experience fewer negative emotions, which contributes to their consistent reactions when faced with challenges or stressors. In contrast, those with lower emotional stability might exhibit more variability in their reactions, possibly responding with heightened anxiety or mood swings. Because of its focus on emotional management and consistency, emotional stability is crucial in understanding how individuals behave in different circumstances and how they cope with the ups and downs of life.

9. What is the term for our capacity to detect environmental stimuli that we may not be consciously aware of?

A. Sensation

B. Perception

C. Attention

D. Consciousness

The correct term for the capacity to detect environmental stimuli that we may not be consciously aware of is sensation. Sensation involves the process by which our sensory receptors and nervous system receive and represent stimulus energies from our environment. This process occurs without the need for conscious awareness, allowing us to respond to stimuli even when we are not actively focused on them. For instance, you may not consciously notice the background noise of a fan or the feeling of your clothes against your skin, but your sensory receptors are still registering this information, which is a key characteristic of sensation. Perception, on the other hand, refers to how we interpret and make sense of those sensations, involving awareness and cognitive processing. Attention indicates the focus required to consciously process certain stimuli, while consciousness involves our overall awareness of thoughts, feelings, and the environment. In contrast to sensation, those latter concepts involve a level of mental engagement and awareness.

10. Which level of need in Maslow's hierarchy focuses on respect and recognition from others?

A. Physiological

B. Self-actualization

C. Esteem

D. Security

The correct answer is the level of esteem in Maslow's hierarchy. Esteem needs are related to the desire for respect, recognition, and a sense of accomplishment. This level emphasizes the importance of both self-esteem and the esteem received from others. When individuals fulfill their esteem needs, they feel valued and appreciated, which can motivate them to pursue further personal and professional growth. In the context of Maslow's hierarchy, esteem needs come after physiological needs (such as food and shelter) and security needs (which pertain to safety and stability). Once these foundational needs are met, individuals seek higher levels of fulfillment through esteem, including the need for confidence, status, and achievement. Satisfying these needs can lead to feelings of self-worth and can significantly influence overall motivation and behavior. Self-actualization, while the highest level of need in the hierarchy, focuses more on personal growth and realizing one's full potential rather than on the recognition from others, which is specifically addressed in the esteem category. Therefore, esteem is the correct choice when it comes to needs focused on respect and recognition.