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QUESTION 1

An employee\\'s self-actualization need would be met by:

A. Attractive pension provisions.

B. Challenging new job assignments.

C. Good working conditions.

D. Regular positive feedback.

Correct Answer: B

Self-actualization is the highest human need. It is the desire to become what one is capable of becoming, to realize one\\'s potential and accomplish to the limit of one\\'s ability. In other words, the job itself is an intrinsic motivation; no extrinsic motivation such as rewards or reinforcements) is needed. Intrinsic motivation provides the worker with psychological income. Thus, challenging new job assignments meet an employee\\'s self actualization needs.

QUESTION 2

Many people think that conflict is inherently detrimental to an organization. However, studies and actual case experience demonstrate that some conflict is desirable if an organization is to thrive. Identify the technique that management could use to stimulate conflict.

A. Authoritative command.

B. Restructuring the organization.

C. Expansion of resources.

D. Creation of super ordinate goals.

Correct Answer: B

The interactionist view is that conflict may be constructive as well as destructive because it encourages self-criticism, creativity, and necessary change. Accordingly, managers may decide to stimulate controlled conflict. Techniques for this purpose may include ambiguous or threatening communications; hiring outsiders with different values, managerial styles, attitudes, and backgrounds; designating an individual to argue against the majority opinions of the group:and restructuring the organization to disrupt the status quo.

QUESTION 3

Which of the following IT layers would require the organization to maintain communication with a vendor in a tightly controlled and monitored manner?

A. Applications.

B. Technical infrastructure.

C. External connections.

D. IT management.

Correct Answer: C

QUESTION 4

The negotiator, when encountering unexpected resistance from another party, should first:

A. Attempt to determine the reason behind the resistance.

B. Stop the meeting and address the other party\'s concerns privately.

C. Restate the negotiator\'s position regarding the issue.

D. Research the other party to determine the party\'s views and requirements.

Correct Answer: A

The first step in overcoming unexpected resistance is to attempt to determine the reason behind the resistance. Without knowing the reason, the negotiator is unable to counter it effectively. For example, knowing whether the other party is concerned about a major issue or a detail will affect the negotiator\'s response.

QUESTION 5

A network organizational structure is one in which:

A. An employee reports to two bosses.

B. Authority and responsibility are concentrated at the top of the organization.

C. Labor is specialized.

D. Major business functions are subcontracted to third-party providers.

Correct Answer: D

The subcontracting of major business functions to others is a feature of network structures.

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