

## Chapter 7 Work Relationships

---

### Multiple-Choice Questions

- 1) Which of the following factors contributes to the difficulty of building strong positive relationships in the workplace?
- A) Decreasing dependence on technology
  - B) The friction between coworkers generated by office politics
  - C) Organizational cultures' encouragement of dynamic relationships
  - D) The negative personal environment that workers create with negative attitudes about their job

Answer: B

Page Ref: 179

- 2) Which of the following forms the basis of ethical communication in work relationships?
- A) Recognizing that work relationships do not exist for the primary purpose of achieving organizational goals
  - B) Understanding that a commitment to communication ethics in relationships does not include refraining from "killer comments," gossip, or careless communication
  - C) Being straightforward and honest with coworkers, customers, and supervisors at all times
  - D) Avoiding delays, hiding information, and manipulating a relationship for personal gain

Answer: C

Page Ref: 179

- 3) Organizational \_\_\_\_\_ is (are) somewhat changeable because members' behaviors and attitudes toward the organization change.
- A) relationships
  - B) credibility
  - C) cooperativeness
  - D) climate

Answer: D

Page Ref: 181

- 4) Which of the following is characteristic of a manager who experiences healthy relationships with employees?
- A) Sensitivity
  - B) Satisfaction
  - C) Respectful attitude
  - D) Efficiency

Answer: A

Page Ref: 182

5) Managers are \_\_\_\_\_ with employees who display such characteristics as good job performance, the ability to handle pressure, honesty, and supportiveness.

- A) mostly pleased
- B) often pleased
- C) seldom pleased
- D) never pleased

Answer: A

Page Ref: 182

6) When managers and employees positively influence each other in their jobs, this is known as

- A) power.
- B) credibility.
- C) mutual influence.
- D) cooperation.

Answer: C

Page Ref: 182

7) Which of the following distributions of power has become more common as the demands on business for innovation and competitiveness have increased?

- A) Managers hold all the power, and employees hold none.
- B) Neither managers nor employees have much power.
- C) Managers and employees share power.
- D) Employees hold most of the power, and managers hold little.

Answer: D

Page Ref: 183

8) In power sharing, which of the following distributions of power gives employees satisfaction, enjoyment, and commitment without their losing direction?

- A) Managers hold all the power, and employees hold none.
- B) Neither managers nor employees have much power.
- C) Managers and employees share power.
- D) Employees hold most of the power, and managers hold little.

Answer: C

Page Ref: 183

9) Which of the following guidelines is applicable to the management of diversity?

- A) Get the most from employees based on their individual strengths.
- B) Use stereotypes to classify people according to who will and will not work together.
- C) Use stereotypes to advantage.
- D) Remember that everyone belongs to some group.

Answer: A

Page Ref: 186

