

1. Which of the following is not an example of an internal environment?

- ☐ a. Employees.
- ☐ b. Office and plant layout.
- ☐ c. Reward system.
- ☐ d. Competition.

2. An organization's _____ embraces the behaviour, rituals, and shared meaning held by employees that distinguishes that organization from all others.

- ☐ a. External environment.
- ☐ b. Culture.
- ☐ c. Dominant culture.
- ☐ d. Ethics.

3. Commitment, competence, and consistency are three distinct characteristics that result in _____.

- ☐ a. Values.
- ☐ b. Organizational socialization.
- ☐ c. Culture building.
- ☐ d. Attitudes.

4. The personal convictions that a specific mode of conduct is personally or socially preferable to another mode of conduct is called:

- ☐ a. Values.
- ☐ b. Input.
- ☐ c. Output.
- ☐ d. None of the above.

5. Applying rationality to understand the sources and possible effects of environmental factors and to determine the organization's opportunities and threats is called:

- ☐ a. Work analysis.
- ☐ b. Statistical analysis.
- ☐ c. Environmental analysis.
- ☐ d. None of the above.

6. Which of the following is not one of the three main economic regions of the world?

- ☐ a. North America.
- ☐ b. European Union.
- ☐ c. South America.
- ☐ d. Southeast & East Asia.

7. The basic areas of governmental control include:

- ☐ a. Investigation and publicity.
- ☐ b. Legislation.

- ☐ c. Regulatory enactments.
- ☐ d. All of the above.

8. A company executive concerned with the disposal of his company's waste is:

- ☐ a. Being sensitive to ecological issues.
- ☐ b. Using a systems approach.
- ☐ c. Reflecting a concern for the political-legal environment.
- ☐ d. A & C.

9. The practices of a company for which it is accountable in relation to other parties is called:

- ☐ a. Social responsibility.
- ☐ b. Code of ethics.
- ☐ c. Values.
- ☐ d. Culture.

10. Social responsiveness is based on the premise that:

- ☐ a. If management allocates profits to social improvement activities, it is abusing its authority.
- ☐ b. Organizations should be involved in preventing, as well as solving, social problems.
- ☐ c. Business organizations are perhaps the most effective problem solving organizations in a capitalistic society.
- ☐ d. B & C.

Source: McGraw-Hill Ryerson Limited (2000) Chapter 2: The Environments of Business, Culture, Social Responsibility, and Ethics