1. An example of change in the nature of the work force is an increase in \_\_\_\_\_\_@ One of the most dramatic changes is the diversity of the workforce and its values. Describes forces that act as stimulants change, the change process, and organizational development approaches.
2. College attendance
3. Mergers and consolidation
4. Capital equipment
5. Cultural diversity of employees
6. \_\_\_\_\_\_ are one of the most reliable sources of performance appraisal data for employees.
7. Immediate superiors
8. Peers
9. Immediate subordinates
10. Managers
11. Changes activities that are \_\_\_\_\_\_ and goal oriented are termed planned change.
12. Intentional
13. Discretionary
14. Random
15. Reflexive

1. Family issues, economic problem, and personality characteristics are examples of the \_\_\_\_ factor of potential stress.
2. Social
3. Environmental
4. Personnel
5. Personal
6. Performance evaluations are used to\_\_\_\_\_\_
7. Improve group cohesiveness
8. Define departmental structure
9. Validate employee selection programs
10. Indentify how jobs are completed
11. Resistance to change can be positive because
12. It provides a degree of stability to behavior and productivity
13. Without some resistance, OB would take on characteristics of chaotic
14. Resistance can be a source of functional conflict
15. All of the above

1. Which of the following is a characteristic of learning organization? It’s employees
2. Have a standard way of doing their jobs
3. Purse projects of interest
4. Focus on breaking down barriers created by hierarchical levels
5. Think in terms of Independent relationships
6. Which of the following is not a function of culture? It \_\_\_\_\_\_
7. Conveys a sense of organizational identity
8. Shape employee attitude and behavior
9. Affects the organization’s ability to hire capable employees
10. Has a boundary –defining role.
11. Which type of skill training has become increasingly important in organizations?
12. Financial
13. Technical
14. Problem solving
15. Interpersonal