

PART C: Reading Comprehension

Directions: Read the following passages and answer the questions by choosing the best choice (1), (2), (3) or (4). Then mark the correct choice on your answer sheet.

Reading 1

A growing number of companies are finding that small-group discussions allow them to develop healthier ways to think about work. People at all levels of the corporate structure are starting groups that meet weekly or monthly to talk over ways to make workplaces more ethical and just.

Several factors must be present for small-group discussions to be successful. First, it is important to put together the right group. Groups work best when they consist of people who have similar duties, responsibilities, and missions. This does not mean, however, that everyone in the group must think in lockstep.

All participants should agree on the group's purpose. Finding the right subject matter is essential. There are several ways to fuel the discussion: by using the company's mission statement, by finding readings on work and ethics by experts in the topic, or by analyzing specific workplace incidents that have affected the company or others like it.

Finally, the dynamics of the group should be balanced, and the discussion leader must not be allowed to overwhelm the conversation or the agenda. Groups work best when the same person is not always in charge. It is better to rotate the leadership for each meeting and let that leader choose the material for discussion.

16- What is the passage mainly about?

- 1) How companies should think about work
- 2) Why companies should start small-group discussions
- 3) How small-group discussions can be successful at workplaces
- 4) The characteristics of successful companies and work groups

17- The word "fuel" in line 10 is closest in meaning to _____.

- 1) stimulate
- 2) categorize
- 3) sequence
- 4) conclude

18- According to the passage, all of the following affect the success of small-group discussions EXCEPT _____.

- 1) group members agree on the group's goal
- 2) people who have similar responsibilities form a group
- 3) the leader of the group dominates the discussion
- 4) the group leader decides on the material for discussion

19- According to the passage, groups work best when _____.

- 1) group meet weekly
- 2) group members think in the same way
- 3) the leadership is rotated for each meeting

4) people from all levels of the corporate are put in the same group

20- What is the writer's attitude toward small-group discussions?

- 1) Indifferent 2) Objective 3) Persuasive 4) Critical

Reading 2

Conflict within an organization is not always viewed as undesirable. In fact, various managers have widely divergent ideas on the value that conflict can have.

According to the traditional view of conflict, conflict is harmful to an organization. Managers with this traditional view of conflict see it as their role in an organization to rid the organization of any possible sources of conflict.

The interactionist view of conflict, on the other hand, holds that conflict can serve an important function in an organization by reducing complacency among workers and causing positive changes to occur. Managers who hold an interactionist view of conflict may actually take steps to stimulate conflict within the organization.

21- How is the information in the passage organized?

- 1) Two theories discuss the strengths and weaknesses of their views on conflict.
2) Examples of conflict within organizations are presented.
3) The origin of ideas about conflict is presented.
4) Contrasting views of conflict are presented.

22- The word "divergent" in line 2 is closest in meaning to _____.

- 1) different 2) original 3) critical 4) strong

23- According to the passage, managers _____.

- 1) always view conflict as undesirable
2) try anything to remove sources of conflict
3) use conflict to deal with work satisfaction on the part of workers
4) differ in terms of how they look at organizational conflict

24- What type of information is included in the third paragraph?

- 1) A comparison of the interactionist and traditional view of conflict
2) A description of one of the opposing views of conflict
3) A discussion of the weaknesses of the interactionist view of conflict
4) An outline of the type of manager who prefers the interactionist view of conflict

25- According to the passage, managers who prefers the interactionist view of conflict ____.

- 1) promote conflict within the organization
2) consider job satisfaction a very important factor
3) believe conflict creates problems for the organization
4) are in favor of any change that might occur in the organization

Reading 3

Even the best plans are rarely carried out without some problems. Good managers learn to deal with problems as they come up. They make decisions as they are needed and adjust plans when necessary. Flexible plans allow for several contingencies. Contingencies are events that might affect what you plan to do, but rarely are out of your control. For example, rain is a contingency that might affect the success of an outdoor event. Trying to move indoors at the last minute could be a disaster. Therefore, your plan should include a "rain plan."

An important part of dealing with contingencies is making sure that all your resources are not scheduled for use. You need to reserve some money and time for the unexpected. If you budget your money down to the last penny, you might not be able to take advantage of a bargain that you suddenly hear about. Similarly, if you schedule your time too tightly, you might not be able to deal with those "unexpected events" that always seem to happen.

26- Which of the following best describes the organization of the passage?

- 1) The author presents the advantages and disadvantages of dealing with contingencies.
- 2) The author persuades managers to save money and time.
- 3) The author describes making plans at companies.
- 4) The author explains how managers deal with problems.

27- Why does the author mention rain in the first paragraph?

- 1) To tell the managers to consider every possibility while making decisions.
- 2) To emphasize how disastrous unexpected events could be
- 3) To narrate a story about a possible contingency
- 4) To introduce a contingency for a particular plan

28- According to the passage, the writer believes that _____.

- 1) contingencies are unmanageable
- 2) possible contingencies must be considered when making plans
- 3) good managers always carry out their plans as they are made
- 4) very little money and time must be reserved for the unexpected events

29- The word "they" in line 2 refers to _____.

- 1) decisions 2) managers 3) problems 4) plans

30- Which of the following questions does the passage answer?

- 1) Are flexible plans without problems?
- 2) Should managers deal with contingencies?
- 3) How should contingencies be avoided?
- 4) What may happen if contingencies are not dealt with?