

Name	Question	Question Type	Question Level	Submitted Answer	Correct Answer	Score	Time Spent	Result
INIS_01_SA_01	The role of an information system analyst is to collect, store, organise and to distribute the information of an organisation.	Multiple Choice Single Answer	Easy	TRUE	FALSE	0/1	00:07	Incorrect
INIS_01_SA_02	The role of an information system department is to collect, store, organise and to distribute the information of an organisation.	Multiple Choice Single Answer	Easy	FALSE	TRUE	0/1	00:02	Incorrect
INIS_01_SA_03	Information systems managers (IS Manager) implement information technology in an organisation, overseeing a team of IT professionals. The role encompasses information systems planning, installation, and maintenance, including hardware and software upgrades.	Multiple Choice Single Answer	Easy	FALSE	TRUE	0/1	00:03	Incorrect
INIS_01_SA_04	Information systems managers only work in large organisation in the industry and the service sector, usually with a staff of technicians, programmers and database administrators reporting to them.	Multiple Choice Single Answer	Easy	TRUE	FALSE	0/1	00:03	Incorrect
INIS_01_SA_05	Information systems managers are responsible for the implementation of technology within an organisation and direct the work of systems and business analysts, developers, support specialists and other computer-related workers. The post holder will usually be an experienced worker with technical expertise coupled with an understanding of business and management principles.	Multiple Choice Single Answer	Easy	FALSE	FALSE	1/1	00:07	Correct
INIS_01_SA_06	Companies going through business process re-engineering may well look to the information systems manager to deal with change management.	Multiple Choice Single Answer	Easy	TRUE	TRUE	1/1	00:05	Correct
INIS_01_SA_07	An information systems development manager is responsible for managing the development team amongst other things. Other roles could include; Provides training, coaching, mentoring and encouragement for optimal staff development (direct reports).	Multiple Choice Single Answer	Easy	FALSE	TRUE	0/1	00:02	Incorrect
INIS_01_SA_08	A project team is a team whose members usually belong to different groups, functions and are assigned to activities for the same ____.	Short Answer	Hard	deferfe	project	0/1	00:05	Incorrect
INIS_01_SA_09	A database administrator (DBA) is responsible for the performance, integrity and security of a ____.	Short Answer	Hard	sa	database	0/1	00:03	Incorrect
INIS_01_SA_10	As a database administrator your level of responsibility will determine the tasks you carry out in the ob. Some work may be pure maintenance while other	Multiple Choice Single Answer	Easy	TRUE	TRUE	1/1	00:02	Correct

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	roles will involve you specialising in database development.							
INIS_01_SA_11	A software engineer can also be titled an application programmer, software architect or system programmer/engineer.	Multiple Choice Single Answer	Easy	FALSE	TRUE	0/1	00:02	Incorrect
INIS_01_SA_12	A system's programmer is also known as a product specialist, systems engineer, solutions specialist, technical designer.	Multiple Choice Single Answer	Easy	TRUE	FALSE	0/1	00:02	Incorrect
INIS_01_SA_13	_____ engineering is one of the more technically demanding IT jobs. Broadly speaking the role involves setting up, administering, maintaining and upgrading communication systems, local area networks and wide area networks for an organisation.	Short Answer	Hard	sdasdas asd asd	Network	0/1	00:04	Incorrect
INIS_01_SA_14	A _____ developer is also known as a Web designer, web producer, multimedia architect, internet engineer.	Short Answer	Hard	asd	web	0/1	00:02	Incorrect
INIS_01_SA_15	Bugs can have a massive impact on the productivity and reputation of an IT firm. Testers try to anticipate all the ways an application or system might be used and how it could fail.	Multiple Choice Single Answer	Easy	TRUE	TRUE	1/1	00:03	Correct
INIS_01_SA_16	As a business grows in size and takes on more staff, managers need to make sure employees understand their role within the company. Organisation is the way a business is structured. One method of organisation is to set up departments covering the main areas of business activity.	Multiple Choice Single Answer	Easy	TRUE	TRUE	1/1	00:02	Correct
INIS_01_SA_17	For the information systems department to be effective, it needs to fit into the way the organisation is structured. In some cases, it makes more sense for the information systems department to be located at a central point, from where it would be easier to manage the daily operations.	Multiple Choice Single Answer	Easy	FALSE	TRUE	0/1	00:02	Incorrect
INIS_01_SA_18	To fulfill its mission effectively, a business needs to operate within a structure best suited to its purposes. Traditionally large businesses divide the organisation up into functional areas such as, Human Resources.	Multiple Choice Single Answer	Easy	FALSE	TRUE	0/1	00:03	Incorrect
INIS_01_SA_19	Within any organisation there are likely to be several layers of authority. The number of levels depends upon whether the business has a hierarchical or flat structure. In organisations we often find that the information systems department operates from a central point in the organisation and that reporting in	Multiple Choice Single Answer	Easy	TRUE	TRUE	1/1	00:02	Correct

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	the centralised model usually goes through one channel to the top management.							
INIS_01_SA_20	A hierarchical structure has many layers of _____, each with a narrow span of control. Instructions feed downwards from one level of management to those below. Feedback comes from the lower levels upwards.	Short Answer	Hard	asd	management	0/1	00:02	Incorrect
INIS_01_SA_21	The information system should support management or operations functions.	Multiple Choice Single Answer	Easy	FALSE	FALSE	1/1	00:04	Correct
INIS_01_SA_22	The systems area is in charge of computer- and technology-related research, development and productivity of business firms.	Multiple Choice Single Answer	Easy	TRUE	TRUE	1/1	00:03	Correct
INIS_01_SA_23	Because the operations areas have to help the organisation to reach its goal, they use systems to manage their production.	Multiple Choice Single Answer	Easy	TRUE	TRUE	1/1	00:02	Correct
INIS_01_SA_24	Systems support the organisation both internally and in dealing with external clients.	Multiple Choice Single Answer	Easy	FALSE	TRUE	0/1	00:02	Incorrect
INIS_01_SA_25	The lack of a written agreement between the entity contracting for the audit and the auditor can contribute to problems. To foster sound and productive communication and to avoid misunderstandings, both parties should agree in writing on important audit related matters.	Multiple Choice Single Answer	Easy	TRUE	TRUE	1/1	00:02	Correct
INIS_01_SA_26	There are many ways to solicit bids for your audit, but the most reliable method-and the one we suggest-is a written request for proposal, or RFP.	Multiple Choice Single Answer	Easy	FALSE	TRUE	0/1	00:02	Incorrect
INIS_01_SA_27	The prime consideration in preparing your RFP is that it contains enough information to provide auditors with a common basis by which to prepare proposals that address all your audit needs. It is also important, however, that you consult with your purchasing office and/or legal counsel to ensure that you're RFP conforms with the laws, regulations, and grant terms applicable to your organisation.	Multiple Choice Single Answer	Easy	TRUE	TRUE	1/1	00:02	Correct
INIS_01_SA_28	The computer crime investigation should start immediately following the report of any alleged criminal activity.	Multiple Choice Single Answer	Easy	FALSE	TRUE	0/1	00:02	Incorrect
INIS_01_SA_29	Before any investigation can take place, the system intrusion or abusive conduct must first be detected. The closer the detection is to the actual intrusion not only helps to minimize	Multiple Choice Single Answer	Easy	TRUE	TRUE	1/1	00:02	Correct

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	system damage, but also assists in the identification of potential suspects.							
INIS_01_SA_30	Real-time intrusion monitoring can help in the identification and apprehension of potential suspects, and automated filtering techniques can be used to make audit data more useful.	Multiple Choice Single Answer	Easy	FALSE	TRUE	0/1	00:02	Incorrect
INIS_01_SA_31	A secondary internal investigation is necessary for all intrusions or attempted intrusions.	Multiple Choice Single Answer	Easy	TRUE	FALSE	0/1	00:02	Incorrect
INIS_01_SA_32	There are many factors to consider when deciding on whether to further investigate an alleged computer crime. For many organizations, the primary consideration is the cost associated with an investigation.	Multiple Choice Single Answer	Easy	FALSE	TRUE	0/1	00:03	Incorrect
INIS_01_SA_33	Computers are everywhere and business and industry are using them. We can list of thousands of its modern uses. Were the power to computers ever shut off, Business and industry would almost instantly grind to halt.	Multiple Choice Single Answer	Easy	-	TRUE	0/1	00:01	Incorrect
INIS_01_SA_34	Office Automation is defined as using computer and communication technology to help people better use and manage information.	Multiple Choice Single Answer	Easy	-	TRUE	0/1	00:00	Incorrect
INIS_01_SA_35	Most business activity involves Transaction's activities with suppliers, employees, or customers. Computer can make these transactions possible.	Multiple Choice Single Answer	Easy	-	TRUE	0/1	00:00	Incorrect
INIS_01_SA_36	Information technology (IT) benefits the business world by allowing organizations to work more efficiently and to maximize productivity. Faster communication, electronic storage and the protection of records are advantages that IT can have on your enterprise. Information technology has to do with computer applications, on which nearly every work environment is dependent.	Multiple Choice Single Answer	Easy	-	TRUE	0/1	00:00	Incorrect
INIS_01_SA_37	IT systems give you remote access to your company's electronic network, so that you can work from home or on the road.	Multiple Choice Single Answer	Easy	-	TRUE	0/1	00:00	Incorrect
INIS_01_SA_38	Communication is essential to the business world, and information technology gives your company the resources it needs to communicate quickly and _____.	Short Answer	Hard	-	effectively	0/1	00:00	Incorrect
INIS_01_SA_39	The banking industry is heavily depending upon information technology that needs professionals for development,	Multiple Choice Single Answer	Easy	-	TRUE	0/1	00:00	Incorrect

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	implementation and support. Despite the programs performed by many banks to develop their local expertise in IT, there is still a real shortage of qualified personnel.							
INIS_01_SA_40	Audit findings must contain condition, criteria, cause, _____, and recommendations.	Short Answer	Hard	-	effect	0/1	00:00	Incorrect
INIS_01_SA_41	The systems development life cycle (SDLC) gives organizations a means of controlling a large development project by dividing it into manageable stages with well-defined outputs.	Multiple Choice Single Answer	Easy	-	TRUE	0/1	00:00	Incorrect
INIS_01_SA_42	Stages of the SDLC	Match the Column	Medium	-	Step 1___Feasibility Study, Step 2___Requirements analysis, Step 3___Logical design, Step 4___Physical design, Step 5___Coding and testing, Step 6___Conversion, Step 7___Postimplementation review	0/7	00:00	Incorrect
INIS_01_SA_43	The task of systems analysis is to establish in detail what the proposed system will do (as opposed to how this will be accomplished technologically).	Multiple Choice Single Answer	Easy	-	TRUE	0/1	00:00	Incorrect
INIS_01_SA_44	The principal objective of requirements analysis, the main systems analysis stage, is to produce the requirements specifications for the system, which set out in detail what the system will do.	Multiple Choice Single Answer	Easy	-	TRUE	0/1	00:00	Incorrect
INIS_01_SA_45	Techniques for information gathering in systems analysis: Techniques for gathering information during systems analysis can be grouped into four categories. A combination of these approaches is usually employed. They include: Asking the users, Deriving from an existing system, Deriving from the analysis of the business area, Experimenting with the system under development.	Multiple Choice Single Answer	Easy	-	TRUE	0/1	00:00	Incorrect
INIS_01_SA_46	Data Analysis the requirements for the proposed system are derived from the data contained in the outputs of the existing system and outputs from it.	Multiple Choice Single Answer	Easy	-	FALSE	0/1	00:00	Incorrect
INIS_01_SA_47	A systems analyst researches problems, plans solutions, recommends software and systems, at least at the functional level, and coordinates development to meet business or other requirements. Although they may be familiar with a variety of programming	Multiple Choice Single Answer	Easy	-	FALSE	0/1	00:00	Incorrect

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	languages, operating systems, and computer hardware platforms, they do not normally involve themselves in the actual hardware or software development.							
INIS_01_SA_48	The main objective of an on site visit is to get as close to the real system as possible.	Multiple Choice Single Answer	Easy	-	TRUE	0/1	00:00	Incorrect
INIS_01_SA_49	Interview is a flexible tool and a better tool than a questionnaire for the evaluation of the validity of the information that is being gathered. It is an art that requires experience in arranging the interview, setting the stage, establishing rapport.	Multiple Choice Single Answer	Easy	-	TRUE	0/1	00:00	Incorrect
INIS_01_SA_50	The purpose of systems analysis is to devise a logical model of the proposed system. Using the methodology known as structured systems analysis, we graphically describe the system as interacting processes that transform input data into output data. These processes may then become code modules as the system is further designed and programmed.	Multiple Choice Single Answer	Easy	-	TRUE	0/1	00:00	Incorrect
INIS_01_SA_51	The principal tool used in structured analysis is the data friction diagram (DFD), which graphically shows the friction and transformation of data in the system.	Multiple Choice Single Answer	Easy	-	FALSE	0/1	00:00	Incorrect
INIS_01_SA_52	In a DFD an external entity is represented as a circle.	Multiple Choice Single Answer	Easy	-	FALSE	0/1	00:00	Incorrect
INIS_01_SA_53	The principal tool that is used to show how the primitive DFD processes transform their input into outputs is through describing their logic. The principal tool for this specification is structured English, which is a form of pseudocode - a code describing the processing logic to a human rather than to a computer.	Multiple Choice Single Answer	Easy	-	TRUE	0/1	00:00	Incorrect
INIS_01_SA_54	Decision _____ and decision trees help us consider all the possible actions that need be taken under a given set of circumstances in a complete and unambiguous fashion.	Short Answer	Hard	-	tables	0/1	00:00	Incorrect
INIS_01_SA_55	Computer-aided _____ engineering (CASE) is the scientific application of a set of tools and methods to a software system with the desired end result of high-quality, defect-free, and maintainable software products.	Short Answer	Hard	-	software	0/1	00:00	Incorrect
INIS_01_SA_56	CASE tools are a class of software that automate many of	Multiple Choice	Easy	-	TRUE	0/1	00:00	Incorrect

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	the activities involved in various life cycle phases.	Single Answer						
INIS_01_SA_57	Introduction to Teamwork	Match the Column	Medium	-	Team:___is an interdependent collection of individuals who work together towards a common goal and who share responsibility for specific outcomes of their organizations.,Project Team___is a team whose members usually belong to different groups, functions and are assigned to activities for the same project.,Team member___anyone collaborating within a team context.,Work teams___is defined as a team that takes the responsibility to learn how to manage themselves, using shared leadership, structured decision-making, and formal weekly meetings as part of their structure.,Knowledge teams___require a strong project manager who can effectively keep open communication with customers and organizational priorities and make the team accountable for their results,Cross-functional teams___is a team whose participants are from different departments or disciplines and who work together in a team to reach a common goal.	0/6	00:00	Incorrect
INIS_01_SA_58	If an individual is to be fully valued by the team, they must be committed to the success of the team.	Multiple Choice Single Answer	Easy	-	TRUE	0/1	00:00	Incorrect
INIS_01_SA_59	Individuals within a team all have unique skills and strengths. It is only when the contributions of ALL team members are valued that teams will function efficiently. However, any individual team member can only play one roles within the team.	Multiple Choice Single Answer	Easy	-	FALSE	0/1	00:00	Incorrect
INIS_01_SA_60	Products fall into two main areas: hard products and _____ products.	Short Answer	Hard	-	soft	0/1	00:00	Incorrect
INIS_01_SA_61	Once a team knows what its goals are, the various tasks	Multiple Choice	Easy	-	TRUE	0/1	00:00	Incorrect

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	needed to succeed can be identified and assigned to group members.	Single Answer						
INIS_01_SA_62	As well as the functional roles that assist the group to achieve its tasks there are group maintenance roles which help the team grow and strengthen. These roles support and maintain group life and activities.	Multiple Choice Single Answer	Easy	-	TRUE	0/1	00:00	Incorrect
INIS_01_SA_63	Team personal skills may lend themselves to one or more maintenance roles.	Match the Column	Medium	-	Encourager___is friendly and sincere, Gatekeeper___make s sure that every member of the group has a chance to be heard.,Standards setter___expresses standards for the group to use in its discussions,Consensus tester___checks for agreements, for example "I think we are all feeling the same way",Mediator ___conciliates,Tension reliever___helps eliminate negative feelings.,Listener___is able to listen empathically and hear what others have to say.,Volunteer___offers whatever is needed.	0/8	00:00	Incorrect
INIS_01_SA_64	The are many additional roles in teams.	Match the Column	Medium	-	Coaches___ produce agreement and harmony across the team, trying to create a positive team atmosphere and reach a consensus., Crusaders___produce a sense of priority, stressing those issues that have most importance so that discussions are focused on the most valuable topics.,Explorers___ uncover new potential in situations and people and explore new areas and the possibilities that they present.,Innovators___produce a sense of imagination and contribute new and alternative perspectives and ideas.,Sculptors___bring things to fruition, producing action to address the most urgent matters, and using tools or techniques that they know (from experience) will work, Curators___produce	0/8	00:00	Incorrect

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					a clarification of ideas and information, producing a better knowledge and clearer picture of any situation.,Conductors ,produce structure and introduce a logical organisation into the way things are done.___,Scientists___produce explanation of what is happening and the cause of problems, and generate models to demonstrate how things work.			
INIS_01_SA_65	Disruptive behaviour is a chronic and repetitive pattern of inappropriate behaviour that has a negative impact to team performance. Behaviours can be considered disruptive when they interfere with the ability of others to effectively carry out their duties.	Multiple Choice Single Answer	Easy	-	TRUE	0/1	00:00	Incorrect
INIS_01_SA_66	Consultations are essential when it comes to knowing exactly what the client wants.	Multiple Choice Single Answer	Easy	-	TRUE	0/1	00:00	Incorrect
INIS_01_SA_67	There are many different ways or styles of decision making, ranging from very centralized authoritarian styles to consultative decision making.	Multiple Choice Single Answer	Easy	-	TRUE	0/1	00:00	Incorrect
INIS_01_SA_68	Importance of consultation and joint decision-making	Match the Column	Medium	-	Efficiency and effectiveness___Open processes enhance consensus and create confidence in the team. Increased team participation promotes diverse ideas in decision-making and increases support for rules and policies, making implementation easier. In addition, consultation and joint decision-making can lead to greater efficiency by ensuring that duplication of functions is avoided.,Certainty and Reliability___Team credibility and legitimacy builds stability, essential for attracting investment. This is particularly important in newly liberalized markets, where potential entrants need to trust that their investments	0/5	00:00	Incorrect

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					are protected from arbitrary action and that further commercial development will not be thwarted by sudden changes to "the rules of the game.",Accountability and Independence____Openness (as a result of consultation and joint decision-making) promotes accountability and legitimacy, reinforcing team independence and reducing political and industry interference. Stakeholders will have confidence that their views will be heard, without bias, by the team. Where team actions are exposed to "public view", leaders are more likely to engage in careful and reflective decision-making.,Helps improve understanding in a team____Involvement in decision-making improves the understanding of the issues involved by those who must carry out the decisions.,Enhances commitment____People are more committed to actions where they have involved in the relevant decision-making.			
INIS_01_SA_69	A logical and systematic decision-making process helps you address the critical elements that result in a good decision.	Multiple Choice Single Answer	Easy	-	TRUE	0/1	00:00	Incorrect
INIS_01_SA_70	The Reframing Matrix uses 4 Ps (price, planning, potential, and people) as the basis for gathering different perspectives.	Multiple Choice Single Answer	Easy	-	FALSE	0/1	00:00	Incorrect
INIS_01_SA_71	_____ bursting helps you think about the questions you should ask to evaluate an alternative properly.	Short Answer	Hard	-	Star	0/1	00:00	Incorrect
INIS_01_SA_72	Many types of decision making models can be studied and used by teams. Understanding decision making models allows teams to make intentional choices about which model might be most appropriate for the various decisions that they confront.	Multiple Choice Single Answer	Easy	-	TRUE	0/1	00:00	Incorrect
INIS_01_	Conflict is inevitable whenever	Multiple	Easy	-	TRUE	0/1	00:00	Incorrect

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SA_73	two or more people interact, whether in the workplace or at home Conflict in a workplace setting can be a normal part of doing business.	Choice Single Answer					0	t
INIS_01_SA_74	When it is unclear who is responsible for what area of a project or task, conflict can occur.	Multiple Choice Single Answer	Easy	-	TRUE	0/1	00:00	Incorrect
INIS_01_SA_75	Projects have always required planning management and control to deliver the desired outcome; from the building of the Pyramids in ancient Egypt to the implementation of new Information and Communication Technology system in the modern world, satisfying key stakeholder requirements has been central to achieving a successful outcome.	Multiple Choice Single Answer	Easy	-	TRUE	0/1	00:00	Incorrect
INIS_01_SA_76	Building good relationships means being truly interested in the people you deal with, both from a business and personal view.	Multiple Choice Single Answer	Easy	-	TRUE	0/1	00:00	Incorrect
INIS_01_SA_77	Networking (internal and external) is essentially about building solid business relationships.	Multiple Choice Single Answer	Easy	-	TRUE	0/1	00:00	Incorrect
INIS_01_SA_78	The best project managers are those that develop a good sense of community within the project team. Establishing a healthy culture as part of that community can help win the hearts and minds of clients, staff and suppliers.	Multiple Choice Single Answer	Easy	-	TRUE	0/1	00:00	Incorrect
INIS_01_SA_79	The contractual relationship is often one that's all about who has the power.	Multiple Choice Single Answer	Easy	-	TRUE	0/1	00:00	Incorrect
INIS_01_SA_80	Techniques that successfully build a team spirit are an important key to continued business growth. A good team has a whole that is greater than the sum of its parts with members who have commitment to shared goals and who understand their role within the team.	Multiple Choice Single Answer	Easy	-	TRUE	0/1	00:00	Incorrect
INIS_01_SA_81	There needs to be team building techniques in place to eradicate conflicts in a team.	Multiple Choice Single Answer	Easy	-	TRUE	0/1	00:00	Incorrect
INIS_01_SA_82	A positive attitude is important to success. Seeing the glass as half-full is better than seeing it as half-empty. A positive attitude, especially coming from team leaders, will spur on all team members and contribute to the overall success of the team.	Multiple Choice Single Answer	Easy	-	TRUE	0/1	00:00	Incorrect
INIS_01_SA_83	Feedback is a two way street. You need to know how to give it	Multiple Choice	Easy	-	TRUE	0/1	00:00	Incorrect

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	effectively and at the same time model how to receive it constructively.	Single Answer						
INIS_01_SA_84	Feedback is a process that requires constant attention. When something needs to be said, say it.	Multiple Choice Single Answer	Easy	-	TRUE	0/1	00:00	Incorrect
INIS_01_SA_85	While public recognition is appreciated, public scrutiny is not.	Multiple Choice Single Answer	Easy	-	TRUE	0/1	00:00	Incorrect
INIS_01_SA_86	Feedback is communication to a person or a team of people regarding the effect their behaviour is having on another person, the organization, the customer, or the team.	Multiple Choice Single Answer	Easy	-	TRUE	0/1	00:00	Incorrect
INIS_01_SA_87	Members in a team usually do not speak the same languages. Every country does have its own "mother" language and when team members meet its always advisable to use a universal language that everyone understand.	Multiple Choice Single Answer	Easy	-	TRUE	0/1	00:00	Incorrect
INIS_01_SA_88	Specific ethics of respect are of fundamental importance to various cultures.	Multiple Choice Single Answer	Easy	-	TRUE	0/1	00:00	Incorrect
INIS_01_SA_89	It's reasonable to expect teams to collaborate. Human nature however leads people to manage their own "slice of the pie".	Multiple Choice Single Answer	Easy	-	TRUE	0/1	00:00	Incorrect
INIS_01_SA_90	Too often, senior management assumes that teams are working toward a common goal while at the tactical level, sub-groups or departments are playing hot potato with their unique tasks. Being accountable is often about not getting caught holding up the larger project versus being collectively accountable to the overall success.	Multiple Choice Single Answer	Easy	-	TRUE	0/1	00:00	Incorrect
INIS_01_SA_91	Flexibility is the key to working in a multicultural environment; the work environment always demands flexibility on your part, but in a multicultural environment the adaptation becomes all the more important.	Multiple Choice Single Answer	Easy	-	TRUE	0/1	00:00	Incorrect
INIS_01_SA_92	Develop understanding for different cultures and values and respect those differences.	Multiple Choice Single Answer	Easy	-	TRUE	0/1	00:00	Incorrect
INIS_01_SA_93	Bad apples can be appropriately labelled de-jellers who are very difficult to work with. The name as it implies works to dissolve a team rather than bind it together.	Multiple Choice Single Answer	Easy	-	TRUE	0/1	00:00	Incorrect
INIS_01_SA_94	A positive working environment has benefits for both managers and their team members.	Multiple Choice Single Answer	Easy	FALSE	TRUE	0/1	00:04	Incorrect

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INIS_01_SA_95	Staff who dread going into work in the morning will not perform at their best. If the work environment is unfriendly and critical managers do not give employees much performance feedback, ignores employees and their suggestions, does not ask opinions or comment on work, and either does not know or does not use names, it can lead to low morale and a high turnover of staff can create a depressing environment that will have a negative impact on productivity by making employees feel discouraged, less confident, angry, and stripped of self-esteem. Employees will watch the clock, desperate to get home.	Multiple Choice Single Answer	Easy	TRUE	TRUE	1/1	00:06	Correct
INIS_01_SA_96	It is important for the project manager to arrange a one-to-one discussion with each team member in order to welcome them to the team and establish personal contact.	Multiple Choice Single Answer	Easy	TRUE	TRUE	1/1	00:02	Correct
INIS_01_SA_97	It is important not to fall victim to one of the classic team dysfunctions, Fear of conflict . The problem within the team must be dealt with, the earlier the better. If left alone, it will only fester, causing greater distraction to the team.	Multiple Choice Single Answer	Easy	FALSE	TRUE	0/1	00:02	Incorrect
INIS_01_SA_98	Once the negative behaviour has been exposed, it is time to determine the solution. It is important to involve the Bad Apple in the determination of the solution.	Multiple Choice Single Answer	Easy	TRUE	TRUE	1/1	00:02	Correct
INIS_01_SA_99	If there is no improvement reduction of the negative behaviour, punitive consequences must be initiated.	Multiple Choice Single Answer	Easy	FALSE	TRUE	0/1	00:02	Incorrect
INIS_01_SA_100	It is not appropriate for a single team member to be responsible for determining the appropriate punishment for the bad apple. The determination should be made by either the entire rest of the team, or an individual with formal authority.	Multiple Choice Single Answer	Easy	TRUE	TRUE	1/1	00:09	Correct