TRUE/FALSE - Write 'T' if the statement is true and 'F' if the statement is false.

1)   Strategic management focuses on the corporate tactics and industry characteristics that affect an organization's profitability.

⊙   true

⊙   false

Question Details
AACSB : Knowledge Application
Accessibility : Keyboard Navigation
Bloom's : Remember
Difficulty : 1 Easy
Topic : Organizational Behavior (OB)
Learning Objective : 01-01 What is the definition of "organizational behavior" (OB)?
Gradable : automatic

2)   The theories and concepts found in OB are drawn from two disciplines: human resource management and strategic management.

⊙   true

⊙   false

Question Details
AACSB : Knowledge Application
Accessibility : Keyboard Navigation
Bloom's : Remember
Difficulty : 1 Easy
Topic : Organizational Behavior (OB)
Learning Objective : 01-01 What is the definition of "organizational behavior" (OB)?
Gradable : automatic

3)   The two primary outcomes of interest to OB researchers, employees, and managers are job performance and organizational commitment.

⊙   true

⊙   false

Question Details
AACSB : Knowledge Application
Accessibility : Keyboard Navigation
Bloom's : Remember
Difficulty : 1 Easy
Topic : Organizational Behavior (OB)
Learning Objective : 01-02 What are the two primary outcomes in studies of OB?
Gradable : automatic

4) Much of what we know about organizational behavior is considered universal and "culture free," meaning that managing people presents the same challenges everywhere.

⊙ true
⊙ false

Question Details
AACSB : Knowledge Application
Accessibility : Keyboard Navigation
Bloom's : Remember
Difficulty : 1 Easy
Learning Objective : 01-03 What factors affect the two primary OB outcomes?
Topic : Organizational Behavior (OB)
Gradable : automatic

5) Learning and decision making deal with how employees gain job knowledge and how they use that knowledge to make accurate judgments on the job.

⊙ true
⊙ false

Question Details
AACSB : Knowledge Application
Accessibility : Keyboard Navigation
Bloom's : Remember
Difficulty : 1 Easy
Learning Objective : 01-03 What factors affect the two primary OB outcomes?
Topic : Organizational Behavior (OB)
Gradable : automatic

6) Organizational behavior is a field of study taking the theories and principles of OB and exploring the practical applications of those principles in organizations.

⊙   true

⊙   false

Question Details
AACSB : Knowledge Application
Accessibility : Keyboard Navigation
Bloom's : Remember
Difficulty : 1 Easy
Topic : Organizational Behavior (OB)
Learning Objective : 01-01 What is the definition of "organizational behavior" (OB)?
Gradable : automatic

7)   Like individual characteristics, group mechanisms shape satisfaction, stress, motivation, trust, and learning.

⊙   true

⊙   false

Question Details
AACSB : Knowledge Application
Accessibility : Keyboard Navigation
Bloom's : Remember
Difficulty : 1 Easy
Learning Objective : 01-03 What factors affect the two primary OB outcomes?
Topic : Organizational Behavior (OB)
Gradable : automatic

8)   To counter the effects of a bad product, effective management of OB can help improve the product incrementally over the long term.

⊙   true

⊙   false

Question Details
AACSB : Knowledge Application
Accessibility : Keyboard Navigation
Difficulty : 2 Medium
Learning Objective : 01-03 What factors affect the two primary OB outcomes?
Topic : Organizational Behavior (OB)
Bloom's : Understand
Gradable : automatic

9) According to the resource-based view of organizations, a firm's resources include only financial and physical resources, such as buildings, machines, and technology.

⊙ true

⊙ false

Question Details
AACSB : Knowledge Application
Accessibility : Keyboard Navigation
Bloom's : Remember
Difficulty : 1 Easy
Learning Objective : 01-03 What factors affect the two primary OB outcomes?
Topic : Organizational Behavior (OB)
Gradable : automatic

10) Resources such as culture, teamwork, trust, and reputation are termed "socially complex" because it is not always clear which organizations do (and do not) possess them, although it is clear how they came to develop.

⊙ true

⊙ false

Question Details
AACSB : Knowledge Application
Accessibility : Keyboard Navigation
Bloom's : Remember
Difficulty : 1 Easy
Learning Objective : 01-03 What factors affect the two primary OB outcomes?
Topic : Organizational Behavior (OB)
Gradable : automatic

11) Firms that undergo an initial public offering (IPO) typically have longer histories and rely on products or services that have already been established in the marketplace.

⊙ true

⊙ false

Question Details
AACSB : Knowledge Application
Accessibility : Keyboard Navigation
Bloom's : Remember
Difficulty : 1 Easy
Topic : Organizational Behavior (OB)
Learning Objective : 01-04 Why might firms that are good at OB tend to be more profitable?
Gradable : automatic

12) OB research suggests that there is no one thing that, in and of itself, can increase profitability.

⊙ true
⊙ false

Question Details
AACSB : Knowledge Application
Accessibility : Keyboard Navigation
Bloom's : Remember
Difficulty : 1 Easy
Topic : Organizational Behavior (OB)
Learning Objective : 01-04 Why might firms that are good at OB tend to be more profitable?
Gradable : automatic

13) The integrative model of OB was designed with the Rule of One-Fifth in mind.

⊙ true
⊙ false

Question Details
AACSB : Knowledge Application
Accessibility : Keyboard Navigation
Bloom's : Remember
Difficulty : 1 Easy
Topic : Organizational Behavior (OB)
Learning Objective : 01-04 Why might firms that are good at OB tend to be more profitable?
Gradable : automatic

14) Theory is defined as a collection of assertions—both verbal and symbolic—that specify how and why variables are related, as well as the conditions in which they should (and should not) be related.

⊙   true

⊙   false

Question Details
AACSB : Knowledge Application
Accessibility : Keyboard Navigation
Bloom's : Remember
Difficulty : 1 Easy
Learning Objective : 01-05 What is the role of theory in the scientific method?
Topic : Method of Science
Gradable : automatic

15)   A correlation describes the statistical relationship between three variables.

⊙   true

⊙   false

Question Details
AACSB : Knowledge Application
Accessibility : Keyboard Navigation
Bloom's : Remember
Difficulty : 1 Easy
Learning Objective : 01-06 How are correlations interpreted?
Topic : Method of Science
Gradable : automatic

16)   The method of intuition states that people hold firmly to some belief because it "just stands to reason"—it seems obvious or self-evident.

⊙   true

⊙   false

Question Details
AACSB : Knowledge Application
Accessibility : Keyboard Navigation
Bloom's : Remember
Difficulty : 1 Easy
Learning Objective : 01-05 What is the role of theory in the scientific method?
Topic : Method of intuition
Gradable : automatic

17)   The strength of a correlation can be inferred from the "compactness" of its scatterplot.

⊙ true
⊙ false

Question Details
AACSB : Knowledge Application
Accessibility : Keyboard Navigation
Bloom's : Remember
Difficulty : 1 Easy
Learning Objective : 01-06 How are correlations interpreted?
Topic : Method of Science
Gradable : automatic

18) Understanding correlation is important because OB questions are "yes or no" in nature.

⊙ true
⊙ false

Question Details
AACSB : Knowledge Application
Accessibility : Keyboard Navigation
Bloom's : Remember
Difficulty : 1 Easy
Learning Objective : 01-06 How are correlations interpreted?
Topic : Method of Science
Gradable : automatic

19) Causal inferences means establishing that one variable really does cause another.

⊙ true
⊙ false

Question Details
AACSB : Knowledge Application
Accessibility : Keyboard Navigation
Bloom's : Remember
Difficulty : 1 Easy
Learning Objective : 01-06 How are correlations interpreted?
Topic : Method of Science
Gradable : automatic

20) Meta-analysis takes all the correlations found in studies of a particular relationship and calculates a weighted average (such that correlations based on studies with small samples are weighted more than correlations based on studies with small samples).

- ⊙ true
- ⊙ false

Question Details
AACSB : Knowledge Application
Accessibility : Keyboard Navigation
Bloom's : Remember
Difficulty : 1 Easy
Learning Objective : 01-06 How are correlations interpreted?
Topic : Method of Science
Gradable : automatic

21) Evaluating an employee's performance based on results alone provides the best picture of which employees are worth more to an organization.

- ⊙ true
- ⊙ false

Question Details
AACSB : Knowledge Application
Accessibility : Keyboard Navigation
Difficulty : 1 Easy
Bloom's : Remember
Learning Objective : 02-01 What is job performance?
Topic : Job performance
Gradable : automatic

22) Job performance is the collected well-known or habitual responses by employees to predictable task demands.

- ⊙ true
- ⊙ false

Question Details
AACSB : Knowledge Application
Accessibility : Keyboard Navigation
Difficulty : 1 Easy
Bloom's : Remember
Learning Objective : 02-01 What is job performance?
Topic : Job performance
Gradable : automatic

23)   Adaptive task performance involves well-known responses to demands that occur in a normal, routine, or otherwise unpredictable way.

⊙   true
⊙   false

Question Details
AACSB : Knowledge Application
Accessibility : Keyboard Navigation
Learning Objective : 02-02 What is task performance?
Topic : Task performance
Difficulty : 1 Easy
Bloom's : Remember
Gradable : automatic

24)   Adaptive task performance is vital in a global economy in which companies are faced with the challenge of becoming more productive with fewer employees.

⊙   true
⊙   false

Question Details
AACSB : Knowledge Application
Accessibility : Keyboard Navigation
Learning Objective : 02-02 What is task performance?
Topic : Task performance
Difficulty : 1 Easy
Bloom's : Remember
Gradable : automatic

25)   Creative task performance is the degree to which individuals develop ideas or physical outcomes that are both novel and useful.

⊙ true

⊙ false

Question Details
AACSB : Knowledge Application
Accessibility : Keyboard Navigation
Learning Objective : 02-02 What is task performance?
Topic : Task performance
Difficulty : 1 Easy
Bloom's : Remember
Gradable : automatic

26)   Creative task performance is a behavior that is valuable only in jobs such as artist and inventor.

⊙ true

⊙ false

Question Details
AACSB : Knowledge Application
Accessibility : Keyboard Navigation
Learning Objective : 02-02 What is task performance?
Topic : Task performance
Bloom's : Understand
Difficulty : 1 Easy
Gradable : automatic

27)   The Occupational Information Network (O*NET) captures all the "numerous small decisions" that separate the most effective organizations from their competitors.

⊙ true

⊙ false

Question Details
AACSB : Knowledge Application
Accessibility : Keyboard Navigation
Difficulty : 1 Easy
Bloom's : Remember
Learning Objective : 02-03 How do organizations identify the behaviors that underlie task performance
Topic : Job analysis
Gradable : automatic

28) Citizenship behavior is defined as voluntary employee activities that may or may*not* be rewarded.

⊙ true

⊙ false

Question Details
AACSB : Knowledge Application
Accessibility : Keyboard Navigation
Difficulty : 1 Easy
Learning Objective : 02-04 What is citizenship behavior?
Topic : Citizenship
Bloom's : Remember
Gradable : automatic

29) Interpersonal citizenship behavior may be most important when people work in small groups or teams.

⊙ true

⊙ false

Question Details
AACSB : Knowledge Application
Accessibility : Keyboard Navigation
Difficulty : 1 Easy
Learning Objective : 02-04 What is citizenship behavior?
Topic : Citizenship
Bloom's : Remember
Gradable : automatic

30) Organizational citizenship behaviors benefit the larger organization by supporting and defending the company, working to improve its operations, and being especially loyal to it.

⊙ true

⊙ false

Question Details
AACSB : Knowledge Application
Accessibility : Keyboard Navigation
Difficulty : 1 Easy
Learning Objective : 02-04 What is citizenship behavior?
Topic : Citizenship
Bloom's : Remember
Gradable : automatic

31) Property deviance refers to behaviors that harm employees' personal possessions, from clothing to cars.

⊙ true
⊙ false

Question Details
AACSB : Knowledge Application
Accessibility : Keyboard Navigation
Difficulty : 1 Easy
Bloom's : Remember
Learning Objective : 02-05 What is counterproductive behavior?
Topic : Counterproductive behavior
Gradable : automatic

32) Wasting resources is the most common form of production deviance.

⊙ true
⊙ false

Question Details
AACSB : Knowledge Application
Accessibility : Keyboard Navigation
Difficulty : 1 Easy
Bloom's : Remember
Learning Objective : 02-05 What is counterproductive behavior?
Topic : Counterproductive behavior
Gradable : automatic

33) Political deviance refers to behaviors that intentionally harm the organization's assets and possessions.

⊙ true
⊙ false

Question Details
AACSB : Knowledge Application
Accessibility : Keyboard Navigation
Difficulty : 1 Easy
Bloom's : Remember
Learning Objective : 02-05 What is counterproductive behavior?
Topic : Counterproductive behavior
Gradable : automatic

34) Sabotage is the purposeful destruction of equipment, organizational processes, or company products.

- ⊙ true
- ⊙ false

Question Details
AACSB : Knowledge Application
Accessibility : Keyboard Navigation
Difficulty : 1 Easy
Bloom's : Remember
Learning Objective : 02-05 What is counterproductive behavior?
Topic : Counterproductive behavior
Gradable : automatic

35) In addition to being more cognitive, knowledge work tends to be more structured and static in nature.

- ⊙ true
- ⊙ false

Question Details
AACSB : Knowledge Application
Accessibility : Keyboard Navigation
Topic : Task performance
Difficulty : 1 Easy
Bloom's : Remember
Learning Objective : 02-06 What workplace trends are affecting job performance in today's organizatio
Gradable : automatic

36) The increase in online marketplace technologies has brought about a significant rise in gig work, either as the primary source of income or as a secondary job or "side-hustle."

⊙   true

⊙   false

Question Details
AACSB : Knowledge Application
Accessibility : Keyboard Navigation
Topic : Task performance
Difficulty : 1 Easy
Bloom's : Remember
Learning Objective : 02-06 What workplace trends are affecting job performance in today's organizatio
Gradable : automatic

37)   Researchers have found that having a side-hustle engenders mostly negative feelings in workers.

⊙   true

⊙   false

Question Details
AACSB : Knowledge Application
Accessibility : Keyboard Navigation
Topic : Task performance
Difficulty : 1 Easy
Bloom's : Remember
Learning Objective : 02-06 What workplace trends are affecting job performance in today's organizatio
Gradable : automatic

38)   The MBO approach involves collecting performance information not just from the supervisor but from anyone else who might have firsthand knowledge about the employee's performance behaviors.

⊙   true

⊙   false

Question Details
AACSB : Knowledge Application
Accessibility : Keyboard Navigation
Difficulty : 1 Easy
Bloom's : Remember
Learning Objective : 02-07 How can organizations use job performance information to manage employee p
Topic : Management by objectives (MBO)
Gradable : automatic

39) Forced ranking systems can force managers to give bad evaluations to good performers.

⊙ true
⊙ false

Question Details
AACSB : Knowledge Application
Accessibility : Keyboard Navigation
Difficulty : 2 Medium
Bloom's : Understand
Learning Objective : 02-07 How can organizations use job performance information to manage employee p
Topic : Evaluating performance
Gradable : automatic

40) Social media apps that are similar to Facebook and Twitter are increasingly being adopted by organizations to help manage employee job performance.

⊙ true
⊙ false

Question Details
AACSB : Knowledge Application
Accessibility : Keyboard Navigation
Difficulty : 1 Easy
Bloom's : Remember
Learning Objective : 02-07 How can organizations use job performance information to manage employee p
Topic : Evaluating performance
Gradable : automatic

41) Organizational commitment is the desire on the part of an employee to remain a member of the organization.

⊙ true
⊙ false

Question Details
AACSB : Knowledge Application
Accessibility : Keyboard Navigation
Bloom's : Remember
Difficulty : 1 Easy
Topic : Organizational commitment
Learning Objective : 03-01 What is organizational commitment? What is withdrawal behavior? How are th
Gradable : automatic

42)   Withdrawal behavior is a set of actions employees perform to avoid the work situation.

⊙   true
⊙   false

Question Details
AACSB : Knowledge Application
Accessibility : Keyboard Navigation
Bloom's : Remember
Difficulty : 1 Easy
Topic : Withdrawal behavior
Learning Objective : 03-01 What is organizational commitment? What is withdrawal behavior? How are th
Gradable : automatic

43)   Employees who feel a sense of continuance commitment identify with the organization, accept that organization's goals and values, and are more willing to exert extra effort on behalf of the organization.

⊙   true
⊙   false

Question Details
AACSB : Knowledge Application
Accessibility : Keyboard Navigation
Bloom's : Remember
Difficulty : 1 Easy
Learning Objective : 03-02 What are the three types of organizational commitment, and how do they dif
Topic : Affective commitment
Gradable : automatic

44)   The erosion model of withdrawal behavior suggests that employees with fewer bonds will be most likely to quit the organization.

⊙   true

⊙   false

Question Details
AACSB : Knowledge Application
Accessibility : Keyboard Navigation
Bloom's : Remember
Difficulty : 1 Easy
Topic : Withdrawal behavior
Learning Objective : 03-02 What are the three types of organizational commitment, and how do they dif
Gradable : automatic

45)   Affective commitment tends to create more of a passive form of loyalty than continuance commitment.

⊙   true

⊙   false

Question Details
AACSB : Knowledge Application
Accessibility : Keyboard Navigation
Bloom's : Remember
Difficulty : 1 Easy
Topic : Organizational commitment
Learning Objective : 03-02 What are the three types of organizational commitment, and how do they dif
Gradable : automatic

46)   Withdrawal behavior summarizes employees′ links to their organization and community, their sense of fit with that organization and community, and what they would have to sacrifice for a job change.

⊙   true

⊙   false

Question Details
AACSB : Knowledge Application
Accessibility : Keyboard Navigation
Bloom's : Remember
Difficulty : 1 Easy
Topic : Organizational commitment
Learning Objective : 03-02 What are the three types of organizational commitment, and how do they dif
Gradable : automatic

47) Affective commitment exists when there is a sense that staying is the "right" or "moral" thing to do.

    ⊙   true

    ⊙   false

Question Details
AACSB : Knowledge Application
Accessibility : Keyboard Navigation
Bloom's : Remember
Difficulty : 1 Easy
Learning Objective : 03-02 What are the three types of organizational commitment, and how do they dif
Topic : Normative commitment
Topic : Affective commitment
Gradable : automatic

48) Loyalty is defined as an active, constructive response to a negative work event in which individuals attempt to improve the situation.

    ⊙   true

    ⊙   false

Question Details
AACSB : Knowledge Application
Accessibility : Keyboard Navigation
Bloom's : Remember
Difficulty : 1 Easy
Learning Objective : 03-03 What are the four primary responses to negative events at work?
Topic : Organizational commitment
Gradable : automatic

49) Employees falling under the category of "lone wolves" tend to respond to negative events with voice because they have the desire to improve the status quo and the credibility needed to inspire change.

    ⊙   true

    ⊙   false

Question Details
AACSB : Knowledge Application
Accessibility : Keyboard Navigation
Bloom's : Remember
Difficulty : 1 Easy
Learning Objective : 03-03 What are the four primary responses to negative events at work?
Topic : Organizational commitment
Gradable : automatic

50) Employees categorized as citizens demonstrate the highest levels of organizational commitment and behave in an active, constructive manner.

    ◉   true
    ◉   false

Question Details
AACSB : Knowledge Application
Accessibility : Keyboard Navigation
Bloom's : Remember
Difficulty : 1 Easy
Learning Objective : 03-03 What are the four primary responses to negative events at work?
Topic : Organizational commitment
Gradable : automatic

51) Employees in the category of apathetics demonstrate active, constructive behavior. They exert a high level of effort to keep their jobs.

    ◉   true
    ◉   false

Question Details
AACSB : Knowledge Application
Accessibility : Keyboard Navigation
Bloom's : Remember
Difficulty : 1 Easy
Learning Objective : 03-03 What are the four primary responses to negative events at work?
Topic : Organizational commitment
Gradable : automatic

52) Tardiness, long breaks, and missed meetings are actions of psychological withdrawal.

⊙   true

⊙   false

Question Details
AACSB : Knowledge Application
Accessibility : Keyboard Navigation
Bloom's : Remember
Difficulty : 1 Easy
Topic : Withdrawal behavior
Learning Objective : 03-04 What are some examples of psychological withdrawal? Of physical withdrawal
Gradable : automatic

53)   When employees engage in embeddedness, they use work time and resources to complete something other than their job duties, such as assignments for another job.

⊙   true

⊙   false

Question Details
AACSB : Knowledge Application
Accessibility : Keyboard Navigation
Bloom's : Remember
Difficulty : 1 Easy
Topic : Withdrawal behavior
Learning Objective : 03-04 What are some examples of psychological withdrawal? Of physical withdrawal
Gradable : automatic

54)   The most serious form of physical withdrawal is absenteeism.

⊙   true

⊙   false

Question Details
AACSB : Knowledge Application
Accessibility : Keyboard Navigation
Bloom's : Remember
Difficulty : 1 Easy
Topic : Withdrawal behavior
Learning Objective : 03-04 What are some examples of psychological withdrawal? Of physical withdrawal
Gradable : automatic

55) The compensatory forms model of withdrawal argues that the various withdrawal behaviors are positively correlated.

⊙ true

⊙ false

Question Details
AACSB : Knowledge Application
Accessibility : Keyboard Navigation
Bloom's : Remember
Difficulty : 1 Easy
Topic : Withdrawal behavior
Learning Objective : 03-04 What are some examples of psychological withdrawal? Of physical withdrawal
Gradable : automatic

56) Perceived organizational support reflects the degree to which employees believe that the organization values their contributions and cares about their well-being.

⊙ true

⊙ false

Question Details
AACSB : Knowledge Application
Accessibility : Keyboard Navigation
Bloom's : Remember
Difficulty : 1 Easy
Topic : Withdrawal behavior
Learning Objective : 03-06 How can organizations foster a sense of commitment among employees?
Gradable : automatic

57) Survivor syndrome refers to the anger, depression, fear, distrust, and guilt of the employees who remain after an organization downsizes.

⊙ true

⊙ false

Question Details
AACSB : Knowledge Application
Accessibility : Keyboard Navigation
Bloom's : Remember
Difficulty : 1 Easy
Topic : Organizational commitment
Learning Objective : 03-05 What workplace trends are affecting organizational commitment in today's o
Gradable : automatic

58) Research suggests that the continued participation of Baby Boomers in the workforce will subtract a significant amount from the U.S. economic output.

⊙ true
⊙ false

Question Details
Accessibility : Keyboard Navigation
Bloom's : Remember
Difficulty : 1 Easy
Topic : Organizational commitment
AACSB : Diversity
Learning Objective : 03-05 What workplace trends are affecting organizational commitment in today's o
Gradable : automatic

59) Psychological contracts reflect employees' beliefs about what they owe the organization and what the organization owes them.

⊙ true
⊙ false

Question Details
AACSB : Knowledge Application
Accessibility : Keyboard Navigation
Bloom's : Remember
Difficulty : 1 Easy
Learning Objective : 03-05 What workplace trends are affecting organizational commitment in today's o
Topic : Psychological contracts
Gradable : automatic

60) An effective way for organizations to foster affective commitment is through improving salary and benefits packages.

⊙ true
⊙ false

Question Details
AACSB : Knowledge Application
Accessibility : Keyboard Navigation
Bloom's : Remember
Difficulty : 1 Easy
Topic : Organizational commitment
Learning Objective : 03-06 How can organizations foster a sense of commitment among employees?
Gradable : automatic

61)   Research shows that employees with low job satisfaction experience strong positive feelings when they think about their duties or take part in their task activities.

⊙   true
⊙   false

Question Details
AACSB : Knowledge Application
Accessibility : Keyboard Navigation
Bloom's : Remember
Difficulty : 1 Easy
Topic : Job satisfaction
Learning Objective : 04-01 What is job satisfaction?

62)   Values are those things that people consciously or subconsciously want to seek or attain.

⊙   true
⊙   false

Question Details
AACSB : Knowledge Application
Accessibility : Keyboard Navigation
Bloom's : Remember
Difficulty : 1 Easy
Learning Objective : 04-02 What are values, and how do they affect job satisfaction?
Topic : Values

63)   The value-percept theory utilizes two conditions that are critical to triggering intense positive mood to measure job satisfaction.

⊙   true
⊙   false

Question Details
AACSB : Knowledge Application
Accessibility : Keyboard Navigation
Bloom's : Remember
Difficulty : 1 Easy
Topic : Job satisfaction
Learning Objective : 04-02 What are values, and how do they affect job satisfaction?

64)   The elements in employees' relationships with their supervisors that affect levels of job satisfaction are very different from the elements in employees' relationships with their coworkers that affect job satisfaction.

    ⊙   true
    ⊙   false

Question Details
AACSB : Knowledge Application
Accessibility : Keyboard Navigation
Bloom's : Remember
Difficulty : 1 Easy
Topic : Job satisfaction
Learning Objective : 04-03 What specific facets do employees consider when evaluating their job satis

65)   Some employees do not want frequent promotions because promotions bring more responsibility and increased work hours.

    ⊙   true
    ⊙   false

Question Details
AACSB : Knowledge Application
Accessibility : Keyboard Navigation
Bloom's : Remember
Difficulty : 1 Easy
Topic : Job satisfaction
Learning Objective : 04-03 What specific facets do employees consider when evaluating their job satis

66)   Satisfaction with the work itself has less influence on overall job satisfaction than does pay.

    ⊙   true
    ⊙   false

Question Details
AACSB : Knowledge Application
Accessibility : Keyboard Navigation
Bloom's : Remember
Difficulty : 1 Easy
Topic : Job satisfaction
Learning Objective : 04-03 What specific facets do employees consider when evaluating their job satis

67)   Meaningfulness of work captures the degree to which employees feel that they are key drivers of the quality of the unit's work.

- ⊙   true
- ⊙   false

Question Details
AACSB : Knowledge Application
Accessibility : Keyboard Navigation
Bloom's : Remember
Difficulty : 1 Easy
Learning Objective : 04-04 Which job characteristics can create a sense of satisfaction with the work
Topic : Job characteristics theory

68)   Job characteristics theory argues that variety, identity, significance, autonomy, and feedback result in high levels of the three psychological states (meaningfulness of work, responsibility for outcomes, and knowledge of results), making work tasks more satisfying.

- ⊙   true
- ⊙   false

Question Details
AACSB : Knowledge Application
Accessibility : Keyboard Navigation
Bloom's : Remember
Difficulty : 1 Easy
Learning Objective : 04-04 Which job characteristics can create a sense of satisfaction with the work
Topic : Job characteristics theory

69)   According to job characteristics theory, when an editor tells a writer about positive reader comments on an article, this high level of identity positively affects the writer's job satisfaction.

◉   true
◉   false

Question Details
AACSB : Knowledge Application
Accessibility : Keyboard Navigation
Difficulty : 1 Easy
Bloom's : Understand
Learning Objective : 04-04 Which job characteristics can create a sense of satisfaction with the work
Topic : Job characteristics theory

70)   The moderate to strong positive correlations between the five core job characteristics and job satisfaction indicate that all employees want more variety and more autonomous and significant jobs.

◉   true
◉   false

Question Details
AACSB : Knowledge Application
Accessibility : Keyboard Navigation
Difficulty : 1 Easy
Bloom's : Understand
Learning Objective : 04-04 Which job characteristics can create a sense of satisfaction with the work
Topic : Job characteristics theory

71)   Many employees can engage in job enrichment, where they shape, mold, and redefine their jobs in a proactive way.

◉   true
◉   false

Question Details
AACSB : Knowledge Application
Accessibility : Keyboard Navigation
Bloom's : Remember
Difficulty : 1 Easy
Learning Objective : 04-05 How is job satisfaction affected by day-to-day events?
Topic : Job crafting

72)   States of feeling that are intense, last for a few hours, and are clearly directed at (and caused by) someone or some circumstance are termed moods.

⊙   true
⊙   false

Question Details
AACSB : Knowledge Application
Accessibility : Keyboard Navigation
Bloom's : Remember
Difficulty : 1 Easy
Learning Objective : 04-06 What are mood and emotions, and what specific forms do they take?
Topic : Affective component

73)   A challenging assignment given to a knowledgeable and skilled person would be likely to trigger an intense positive mood.

⊙   true
⊙   false

Question Details
AACSB : Knowledge Application
Accessibility : Keyboard Navigation
Difficulty : 1 Easy
Bloom's : Understand
Learning Objective : 04-06 What are mood and emotions, and what specific forms do they take?
Topic : Affective component

74)   Passive recreation, such as chatting with friends, is likely to trigger a flow state.

⊙   true
⊙   false

Question Details
AACSB : Knowledge Application
Accessibility : Keyboard Navigation
Bloom's : Remember
Difficulty : 1 Easy
Learning Objective : 04-06 What are mood and emotions, and what specific forms do they take?
Topic : Affective component

75)   Service jobs in which employees often make direct contact with customers are high in emotional labor.

⊙   true

⊙   false

Question Details
AACSB : Knowledge Application
Accessibility : Keyboard Navigation
Bloom's : Remember
Difficulty : 1 Easy
Learning Objective : 04-06 What are mood and emotions, and what specific forms do they take?
Topic : Emotional labor

76)   Job satisfaction has a moderate positive effect on job performance and a strong positive effect on organizational commitment.

⊙   true

⊙   false

Question Details
AACSB : Knowledge Application
Accessibility : Keyboard Navigation
Bloom's : Remember
Difficulty : 1 Easy
Topic : Job satisfaction
Learning Objective : 04-07 How does job satisfaction affect job performance and organizational commit

77)   Job satisfaction is weakly correlated to life satisfaction, or the degree to which employees feel a sense of happiness with their lives.

⊙   true

⊙   false

Question Details
AACSB : Knowledge Application
Accessibility : Keyboard Navigation
Bloom's : Remember
Difficulty : 1 Easy
Topic : Job satisfaction
Learning Objective : 04-07 How does job satisfaction affect job performance and organizational commit

78)   The United States is not only the richest country on earth, but it also leads all the nations in levels of life satisfaction.

⊙   true

⊙   false

Question Details
Accessibility : Keyboard Navigation
Bloom's : Remember
Difficulty : 1 Easy
Topic : Job satisfaction
Learning Objective : 04-07 How does job satisfaction affect job performance and organizational commit
AACSB : Diversity

79)   The developers of the Job Descriptive Index (JDI) survey recommend that surveys in the organization not be anonymous so that managers can identify which employees are not satisfied and address their specific needs.

⊙   true

⊙   false

Question Details
AACSB : Knowledge Application
Accessibility : Keyboard Navigation
Bloom's : Remember
Difficulty : 1 Easy
Learning Objective : 04-08 What steps can organizations take to assess and manage job satisfaction?
Topic : Job satisfaction

80)   The JDI manual provides national norms for all facets and breaks down those norms according to relevant demographic groups.

⊙   true

⊙   false

Question Details
AACSB : Knowledge Application
Accessibility : Keyboard Navigation
Bloom's : Remember
Difficulty : 1 Easy
Learning Objective : 04-08 What steps can organizations take to assess and manage job satisfaction?
Topic : Job satisfaction

81)   The negative consequences that occur when demands tax or exceed a person's capacity or resources are called strains.

◉   true

◉   false

Question Details
AACSB : Knowledge Application
Accessibility : Keyboard Navigation
Bloom's : Remember
Difficulty : 1 Easy
Topic : Stress
Learning Objective : 05-01 What is stress, and how is it related to stressors and strains?

82)   According to the transactional theory of stress, when people first encounter stressors, the process of primary appraisal is triggered.

◉   true

◉   false

Question Details
AACSB : Knowledge Application
Accessibility : Keyboard Navigation
Bloom's : Remember
Difficulty : 1 Easy
Learning Objective : 05-01 What is stress, and how is it related to stressors and strains?
Topic : Transactional theory of stress

83)   The transactional theory of stress holds that benign job demands are a work-related hindrance stressor.

◉   true

◉   false

Question Details
AACSB : Knowledge Application
Accessibility : Keyboard Navigation
Bloom's : Remember
Difficulty : 1 Easy
Learning Objective : 05-01 What is stress, and how is it related to stressors and strains?
Topic : Transactional theory of stress

84)   Role ambiguity is often experienced among new employees who have *not* been around long enough to receive instructions from supervisors or observe and model the role behaviors of more senior colleagues.