

4. The best approach for a manager to achieve a more accurate evaluation of job satisfaction is through _____
- A. effective supervision
 - B. summation of job facets
 - C. single global rating
 - D. supportive environment
5. A generic term that covers a broad range of feelings people experience is called _____
- A. emotion
 - B. mood
 - C. affect
 - D. behavior
6. The key to good decision making is to employ both thinking and _____ in our decisions.
- A. attitude
 - B. mood
 - C. feeling
 - D. motivation
7. "Temporariness" in modern organizations means that employees must _____.
- A. have closer connections with their peers
 - B. be prepared to stay in the same position for longer periods of time
 - C. limit their mobility if they hope to compete
 - D. continually update their knowledge and skills
8. Situations where an individual is required to define right and wrong conduct are termed _____.
- A. diversity issues
 - B. human resource problems
 - C. organizational complexities
 - D. ethical dilemmas

9. Once an individual reaches a level of comfortable living, the relationship between pay and job satisfaction _____.

- A. becomes stronger
- B. turns positive
- C. virtually disappears
- D. weakens, but only slightly

10. Which of the following activities is most strongly associated with an increase in positive mood?

- A. watching TV
- B. reading a book
- C. going to an informal party
- D. attending a meeting

Second Question

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Fill in the blanks with the most suitable word:

- Organizational behavior is a field of study that investigates the impact individuals, groups and structure have on behavior within organizations.
- If you ask a manager to describe their most frequent troublesome problems, the answer you'll get is people problem.
- The affective component of an attitude focuses on the feeling segment of an attitude.
- Behavior always follow from attitudes.
- Job satisfaction is a positive feeling about a job resulting from an evaluation of its characteristics.
- Organizations with more satisfied people tend to have lower percentage of absenteeism.
- The major area of study that Social psychology focuses on is change.

Third Question

Answer the following questions:

5
5

• List four reasons people have for joining groups?

- ① Power
- ② status
- ③ security
- ④ goal achievement

• What happens when the group gets to the performing stage?

Complete the work, and if they stay together they will go to the next stage. Adjusting stage to wrapped up the work.

• State two strengths of group decision making?

- ① more complete information
- ② increase the diversity

• State an adequate resource that a team might need to be effective?

- ① information
- ② adequate staffing

• List two ways to prevent social loafing?

- ① select the members who have high motivation
- ② set the group goals

Bonus:

• What can managers do to improve their decision making? (List 2)

2
2

- ① Analyze the situations
- ② Be aware to biases
- ③ Try to enhance your creativity

Because people are ~~not~~ ^{not alike}, we have to look at OB in a contingency (situational) framework.

People tend to be in their Negative moods early in the week.

Attitude are usually accompanied by facial expressions.

Third Question

Answer the following questions:

5
5

- List four sources of positive emotions and moods?

① ^{Quality} sleep ~~Good weather~~
② positive personality
③ ~~week~~ weekend and late sleep.
④ ~~society~~ influence ~~society~~ informal like staying with friend.

- Give two causes for job satisfaction?

① Personality
② ~~society~~ support - Money
socially

- Differentiate between emotions and moods (in terms of *cause* and *duration*)?

emotions } moods
① Cause specific event } ① cause general and unclear
② duration (seconds and minutes) } ② duration (hours and days)

- What is meant by 'attitude'?

~~evaluation statement~~ ^{about} concerning object, people and event.

- How can managers influence moods in a positive way? (list two)

① ~~for~~ Manager humor with employees and customer.
② be positive.

9. Absenteeism, turnover, and job satisfaction are all reactions to an individual's _____

- A. Perception
- B. opportunities
- C. creativity
- D. intuition

10. Which of the following helps explain the current popularity of teams? Teams _____

- A. better use employee talents
- B. are easier to manage
- C. are less expensive
- D. increase the speed of decision making.

Second Question

Fill in the blanks with the most suitable word:

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- The factors that influence perception include the target, situation and Perceiver.
- Judging someone on the basis of our perception of the group she/he belongs to is called Stereotyping.
- Decision making occurs as a reaction to a Problem.
- When group members are determined by the organizational chart and report directly to a given manager, their group is called Command group.
- Social loafing is the tendency to expend less effort when working collectively in a group.
- Diversity appears to increase group conflict.
- Norms Control behavior in groups.
- Underestimating the influence of external factors and overestimate the influence of internal factors when making judgments is called fundamental attribution error.
- Effective teams tend to be ^{fewer} less than 10 people.
- Work teams create positive Synergy through coordinated efforts.

Choose the right word in the brackets to complete each of the following sentences:

1	2	3	4	5	6	7	8	9	10
C	C	D	D	C	C	B	B	A	A

1. You are more likely to notice cars like your own due to _____.
 - A. Stereotyping
 - B. Self-serving bias
 - C. Selective perception
 - D. Contrast effect
2. When close relationships develop and the group demonstrates cohesiveness, the group is in the _____ stage.
 - A. Forming
 - B. Adjourning
 - C. Norming
 - D. Storming
3. Two people see the same thing same time yet interpret it differently. The factor that influenced their perception and resulted in their different perception is the _____.
 - A. Target
 - B. Timing
 - C. Situation
 - D. Perceiver

4. Which of the following is an example of an externally caused behavior?
- A. An employee is late to work because he was partying late and overslept.
 - B. An employee was supported because he was hard working.
 - C. An employee died from lung cancer after excessive tobacco use.
 - D. An employee is late because of a flat tire.
5. If a person responds the same way over time, the attribution theory states that the behavior shows _____
- A. Distinctiveness
 - B. Stability
 - C. Consistency
 - D. Consensus
6. William thinks that his friend is kind and hardworking because he is good-looking. In this example, the shortcut used by William to judge others is called the _____
- A. Contrast effect
 - B. Self-serving bias
 - C. Halo effect
 - D. Framing effect
7. Diversity is an asset (good) for teams where tasks _____
- A. are simple
 - B. require a variety of viewpoints
 - C. are highly technical
 - D. are highly interdependent
8. Cohesiveness between team members affect the group _____
- A. Responsibility
 - B. Productivity
 - C. evaluation
 - D. diversity

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