**Organizational Behavior**

**Homework 2**

**Chapter 6 Perception and Individual Decision Making**

**Chapter 7: Motivation Concepts**

**Chapter 8: Motivation: From Concepts to Application**

 Following are 30 multiple choice, True/False and open questions, each worth 3.3 points. Indicate/provide the answer you think most correct.

**Chapter 6 Perception and Individual Decision Making**

1) \_\_\_\_\_\_\_\_ is the process by which individuals organize and interpret their sensory impressions in order to give meaning to their environment.

A) Cognitive dissonance

B) Environmental analysis

C) Social verification

D) Emotional labor

E) Perception

2) Two people see the same thing at the same time yet interpret it differently. In this situation, factors that operate to shape their dissimilar perceptions reside in the \_\_\_\_\_\_\_\_.

A) perceivers

B) target

C) timing

D) context

E) situation

3) When neither the perceiver nor the target has changed, which of the following factors influences perception?

A) self-serving bias

B) stereotyping

C) satisficing

D) selective perception

E) situation

4) Which of the following statements is true regarding perception?

A) Our perception of reality is independent of our personality.

B) The context of the situation in which the perception is made has little effect on our perception of reality.

C) Our perception of reality can be different from the objective reality.

D) Our perception of reality is independent of our past experiences.

E) We form a perception of a target by looking at it in isolation.

5) Sarah and Holly started working at a Human Resources firm as recruiters on the same day and have the same position. Both women have been meeting their placement goals and are both very well liked within the organization. Because Holly lives almost 60 miles away, she sometimes works 9-6 to avoid traffic rather than the 8-5 that Sarah works. Johnson, their supervisor, awarded Sarah the "Employee of the Month" award for her outstanding work. Which influence of perception is at work in this situation?

A) perceiver: Johnson thinks because Holly arrives at 9 that she must not be working a full day

B) perceiver: Holly thinks she is entitled to special privilege because she is meeting her goals

C) target: Sarah arrives on time so people think she is doing her job better than Holly

D) situation: Since the office opens at 8, Sarah is more conscientious than Holly

E) situation: Since Holly travels the farthest, she is actually more dedicated than Sarah

6) On the first day of class, you came dressed in a business suit while the remainder of your classmates came dressed in casual clothing or their workout clothes. All semester you have noticed that your professor always seems to talk to you before or after class and that you always seem to get a little more feedback on your papers than your classmates. Why is this?

A) Your professor is hitting on you.

B) Your professor thinks you are a more serious student.

C) Your professor feels sorry for you because you are a social outcast.

D) You are sucking up to your professor.

E) There is no theoretical explanation for this.

7) Our perception of reality can be substantially different from objective reality.

True False

8) Our perception of a target is affected by the characteristics of the target and not by our personality and past experiences.

True False

9) People are not that perceptive about their own abilities.

True False

10) What factors that operate to shape and sometimes distort perception reside in the perceiver, what factors reside in the target being perceived, and what factors reside in the context of the situation in which the perception is made?

**Answer:**

**Chapter 7: Motivation Concepts**

1) \_\_\_\_\_\_\_\_ is defined as the processes that account for an individual's intensity, direction, and persistence of effort toward attaining a goal.

A) Leadership

B) Management

C) Selective perception

D) Emotional labor

E) Motivation

2) Motivation can be defined by three key elements. \_\_\_\_\_\_\_\_ is one of these three key elements and it is the element most of us focus on when we talk about motivation.

A) Intelligence

B) Experience

C) Expertise

D) Intensity

E) Knowledge

3) Motivation is defined as the processes that account for an individual's intensity, direction, and persistence of effort toward attaining a goal.

True False

4) According to Maslow's hierarchy of needs, which of the following is a lower-order need?

A) social

B) safety

C) esteem

D) self-actualization

E) recognition

5) Which of the following statements is true regarding Maslow's hierarchy of needs theory?

A) "Social" needs relate to autonomy and achievement.

B) Having a substantially satisfied need no longer motivates.

C) "Esteem" needs relate to affection and friendship.

D) Social needs are lower-order needs.

6) You manage a department of five employees. You have identified that Joe has high need for achievement, Mary has high need for power, and Tim has high need for affiliation. Sarah scored high on the need for power and low on the need for affiliation. Doug scores low on both need for power and need for affiliation. Which of these five employees is most likely to be suitable for a new assignment that involves a high degree of personal responsibility and feedback?

A) Joe

B) Mary

C) Tim

D) Sarah

E) Doug

7) You manage a department of five employees. You have identified that Joe has high need for achievement, Mary has high need for power, and Tim has high need for affiliation. Sarah scored high on the need for power and low on the need for affiliation. Doug scores low on both need for power and need for affiliation. Which of these five employees would be best suited as a mentor to new employees with a chance to develop friendships?

A) Joe

B) Mary

C) Tim

D) Sarah

E) Doug

8) You manage a department of five employees. You have identified that Joe has high need for achievement, Mary has high need for power, and Tim has high need for affiliation. Sarah scored high on the need for power and low on the need for affiliation. Doug scores low on both need for power and need for affiliation. Which of these five employees is most suitable for taking on your responsibilities when you are on a vacation?

A) Joe

B) Mary

C) Tim

D) Sarah

E) Doug

9) According to the two-factor theory, which of the following statements would likely be true?

A) When the working conditions are comfortable, employees will be satisfied.

B) Quality of supervision is a motivation factor.

C) Fixing the conditions that make the employees dissatisfied will not make them satisfied.

D) Employees are dissatisfied due to lack of recognition.

E) The major reason for dissatisfaction is probably the lack of promotion.

10) According to the two-factor theory, which of the following factors is most likely to create job satisfaction?

A) improving working conditions

B) assuring job security

C) appreciating a job well done

D) improving the quality of supervision

E) changing company policies

**Chapter 8: Motivation: From Concepts to Application**

1) Which of the following is not one of the core job dimensions in the job characteristics model (JCM)?

A) task significance

B) feedback

C) autonomy

D) reward

E) skill variety

2) According to the job characteristics model, autonomy is defined as the degree to which \_\_\_\_\_\_\_\_.

A) a job requires completion of a whole and identifiable piece of work

B) work activities generates direct and clear information about performance

C) a job provides the worker freedom in scheduling the work

D) a job has an impact on the lives or work of other people

E) a job requires a variety of different activities

3) According to the job characteristics model, task significance is the degree to which \_\_\_\_\_\_\_\_.

A) a job requires completion of a whole and identifiable piece of work

B) work activities generates direct and clear information about performance

C) a job provides the worker freedom in scheduling and procedure

D) a job affects the lives or work of other people

E) a job requires a variety of different activities

40) John is a design manager for a production company. He independently assigns teams, chooses projects, researches trends, and is able to work from home two to three days a week. He provides a status report to the design director once a month. Based on this description and as per the job characteristics model, it's safe to say that John's job is high in \_\_\_\_\_\_\_\_.

A) task identity

B) feedback

C) autonomy

D) task significance

E) skill variety

5) Samantha is an emergency medical technician. Yesterday, due to an emergency, she was called to a house where a man suffered a heart attack. She was able to resuscitate the man, and while her colleagues were transporting him to the ambulance she spent 10 minutes calming the 12-year-old daughter, who was home alone with the father at that time. Based on this description, it's safe to say that Samantha's job is high in \_\_\_\_\_\_\_\_.

A) task identity

B) feedback

C) reward

D) task significance

E) skill variety

6) In the job characteristics model (JCM), which three core job dimensions combine to create meaningful work?

A) autonomy, task identity, and feedback

B) skill variety, autonomy, and task significance

C) skill variety, autonomy, and feedback

D) feedback, task identity, and task significance

E) skill variety, task identity, and task significance

7) According to the job characteristics model, \_\_\_\_\_\_\_\_ indicates the degree to which carrying out work activities generates direct and clear information about your own performance.

A) task significance

B) autonomy

C) feedback

D) task identity

E) skill variety

8) Anya is a graphic designer in a firm specializing in making logos for their clients. Last week, she got client specifications on how to make a new logo. She was able to create a prototype, and having got it initially reviewed by her immediate supervisor, she made changes until the client was satisfied with her final product. Based on this description, it's safe to say that Anya's job is high in \_\_\_\_\_\_\_\_ and \_\_\_\_\_\_\_\_.

A) task significance; feedback

B) autonomy; skill variety

C) feedback; skill variety

D) task identity; feedback

E) skill variety; autonomy

9) The theory of job design suggests that the way elements in a job are organized can influence employee \_\_\_\_\_\_\_\_.

A) job satisfaction

B) citizenship behaviors

C) effort

D) ethics

E) motivation

10) In thinking about the Motivating Potential Score (MPS), if jobs score high on motivating potential, the model predicts that motivation, performance, and satisfaction will improve, while \_\_\_\_\_\_\_\_ and \_\_\_\_\_\_\_\_ will be reduced.

A) counterproductive work behaviors; gossip

B) gossip; recidivism

C) recidivism; absence

D) absence; turnover

E) turnover; counterproductive work behaviors