

# Quiz: emotion and job satisfaction

[Life](#), [Emotions](#)



Quiz one Part I Multiple choices[[email protected](#)]

1. What are the three primary determinants of behavior that organizational behavior focuses upon?

a. profit structure, organizational complexity, job satisfaction  
b. individuals, profit structure, and job satisfaction  
c. individuals, groups, and job satisfaction  
d. groups, structure, and profit structure  
e. individuals, groups, and structure

2. Which of the following is an example of being an efficient company?

a. operating at the lowest possible cost while yielding a higher output  
b. reating the highest customer satisfaction ratings  
c. meeting the production schedule  
d. obtaining the highest market share  
e. maximizing diversity at high cost

3. \_\_\_\_\_ is discretionary behavior that is not part of an employee's formal job requirement, but that promotes the effective functioning of the organization.

a. Productivity  
b. Motivation  
c. Organizational citizenship  
d. Organizational behavior  
e. Corporate strategy

4. Jan is a security officer. Jan believes that it is important to know exactly who is in the office at any given time.

She notices that some employees do not sign out of the office when they take lunch, which makes it impossible to keep track of who is actually in the office. Jan becomes frustrated with those employees. She makes note of them and reports them to their supervisors. In the above scenario, what is the behavioral component of Jan's attitude to the employees who did not sign out of the office?

a. Jan believes that it is important that she know exactly who is in the office at any given time.  
b. Jan notices that some employees do not sign out of the office when they take lunch.  
c. Jan finds it impossible to keep track of who is actually in the office.  
d. Jan becomes frustrated with those employees who do not sign out of the office.  
e. Jan

notes which employees leave the office without signing out, and reports them to their supervisors. 5. The belief that “ violence is wrong” is an evaluative statement. Such an opinion constitutes the \_\_\_\_ component of an attitude. a. cognitive b. affective c. reflective d. behavioral e. reactive 6. Festinger argued that cognitive dissonance is \_\_\_\_\_. a. monotonous b. confounding c. physically painful . exhausting e. unpleasant 7. The following are possible actions that an individual may take if they behave in a way that is inconsistent with an attitude that they hold: I: change the behavior II: change the attitude III: rationalize the behavior IV: ignore the inconsistency Which of these actions are the most likely to be taken? a. Either I, or II b. Either III or IV c. One of I, II or III d. One of I, III or IV e. One of II, III or IV 8. Which of the following is not a moderating variable of the A-B relationship? a. direct experience b. consistency c.

Correspondence to behavior d. accessibility e. importance 9. The attitude-behavior relationship is likely to be much stronger if the attitude \_\_\_\_\_. a. refers to something that the individual has direct personal experience with b. must be defended against the attitudes of society at large c. is perceived to be of little importance d. is related to organizational structure e. is not regularly discussed and examined 10. Job satisfaction is best described as \_\_\_\_\_. a. a result b. a value c. an attitude d. causing high performance e. a valued discipline

Read also Quiz Week 4

11. The degree to which a person identifies with his or her job, actively participates in it, and considers his or her performance as being important to

self-worth is \_\_\_\_\_. a. job satisfaction b. job involvement c. job stability d. organizational commitment e. social embeddedness 12. Which of the following statements would have been most likely made by an employee with a high degree of job involvement? a. " My skills make me exceptionally valuable to the company. " b. " I'm a harder worker than most of my colleagues, even to the degree I am carrying some of the lazier ones. c. " It felt great to get promoted; I guess the guys upstairs really did appreciate the way I had been running things. " d. " I love my job. It is engaging, pays well, and is low pressure, enough that I don't have to be always worrying about it in my time off. " e. " I enjoy working with my hands, so much so that on the days when my job requires me to actually physically build something time flies by without me even noticing it. " 13. Attending union meetings as a response to dissatisfaction would be what type of response? a. exit b. voice c. loyalty d. neglect e. reification 14. Compared to people who have a negative core self-evaluation, people who have a positive core self evaluation \_\_\_\_\_. a. are less satisfied with their jobs b. see their work as less challenging c. see their work as less fulfilling d. are less likely to gravitate toward challenging jobs e. are less likely to give up when confronting difficulties 15. Which of the following statements is not true? a. Satisfied employees increase customer satisfaction and loyalty. b. Dissatisfied customers can increase an employee's job dissatisfaction. c.

In service organizations, customer retention and defection are highly dependent on how front-line employees deal with customers. d. Satisfied employees are likely to be more productive. e. The most effective way to improve job satisfaction is a raise in pay. 16. Which of the following

statements is true? a. Affect is a type of emotion. b. Affect is a type of mood. c. Affect can be experienced as a mood or an emotion. d. Affect is the result of conscious thought and action. e. Affect is the result of a mood or an emotion. 17. Which of the following is not one of the six universal emotions, as agreed upon by most contemporary researchers? . anger b. fear c. hate d. sadness e. happiness 18. Ben is very prone to experiencing emotions in a much stronger manner than most other people. Things that wouldn't provoke any significant emotional response in the average person often send him into fits of happiness, anger, or depression. Ben has a high level of which of the following? a. introversion b. negative affect c. extraversion d. positive affect e. affect intensity 19. If an employee expresses organizationally desired emotions during interpersonal transactions, which of the following is being expressed? a. emotional labor b. negative synergy c. dissonance d. emotional intelligence e. deviance 20. Julie smiles and acts politely towards a customer at her checkout, even though she really deeply dislikes this customer. What is the likely result of the disparity between the emotion Julie displays and the emotions she is actually experiencing? a. felt emotions b. emotional dissonance c. conditional emotional response d. emotional distance e. emotional exposure 21. What do you call the practice of modifying one's true inner feelings based on display rules? a. surface acting b. deep acting c. emotional subterfuge d. affective camouflage e. repressed affection 22. For jobs that are cognitively demanding, increasing emotional demands lead to \_\_\_\_ pay. For jobs that are not cognitively demanding, increasing emotional demands lead to \_\_\_\_ pay. a. higher; higher b. lower; lower c. higher; lower d. lower; higher e. There is no relationship between pay and emotional

demands. 23. What is the name of the theory that has demonstrated that employees react emotionally to things that happen to them at work and that this reaction influences their job performance and satisfaction? . psychoanalytic theory b. the actor/observer bias c. the theory of planned behavior d. cognitive dissonance theory e. affective events theory 24. Tests of affective events theory have not shown which of the following to be true? a. Both current and past emotions influence job satisfaction at any given time. b. An emotional episode contains elements of both emotions and mood cycles. c. Moods and emotions fluctuate over time so their effect on performance also fluctuates. d. Positive emotions have a strong positive influence on job performance. . Emotion-driven behaviors are typically short in duration and of high variability. 25. Which of the following is a person's ability to be self-aware, detect emotions in others, and manage emotional cues and information? a. emotional intelligence b. affective events theory c. emotional external constraints d. affective emotions e. cognition Part II short answers 12.[email protected]1What is the difference between felt emotions and displayed emotions? 2. List and explain the four ways employees can express job dissatisfaction.