**OB MOCK QUIZ Unit 2**

**MULTIPLE CHOICE**

1. Cognitive dissonance is:.

1. a passive response to job dissatisfaction.
2. a state of tension resulting from attitude-behavior inconsistency.
3. a source of error in attitude surveys.
4. bad, very bad!

2. Which of the following is NOT among the components of the Model of Reasoned Action?

a. intention c. perceived subjective norms

b. behavioral utility d. attitude

3. Chronic absenteeism, lateness, and reduced effort reflect what response to job dissatisfaction?

a. exit c. voice

b. loyalty d. neglect

4. To produce the greatest attitude change in an intended direction, one must pitch the message just within the

limits of the \_\_\_\_\_\_.

1. Tropic of Cancer
2. Longitude of Acceptability
3. Longitude of Exception
4. Latitude of Acceptance

5. Which dimension of organizational commitment describes an employee who maintains his current employment relationship simply because there isn't anything better available?

a. affective . c. deliberative

b. normative d. continuance

6. If attitudes and behavior are inconsistent, individuals will most likely:

1. change only their behavior
2. change only their attitudes
3. change either their attitudes or behavior, depending on what’s easiest to change
4. do nothing

7. Janice is spending the summer working as an intern writing copy for a local firm. Today Janice's senior editor sent back some of Janice's work covered in red ink corrections. Up until now, all of Janice's work had been corrected in green or blue ink. Janice is upset and worried that her senior editor doesn't like her. Which component of an attitude is not represented in this previous scenario?

a. the positive component c. the cognitive component

b. the affective component d. the behavioral component

8. Your textbook authors largely treat single-item and facet approaches to job satisfaction as equivalent whereas your \_\_\_\_\_\_\_ favors the \_\_\_\_\_\_\_ approach.

1. Dad; full-featured
2. Mom; best
3. professor; facet
4. professor; wrong

9. Which of the following is NOT among the five core job characteristics?

1. task independence
2. skill variety
3. feedback
4. autonomy

10. Which one of the following would Herzberg classify as a hygiene factor?

1. responsibility
2. growth
3. company policy
4. achievement

11. If I believe that I can't perform at a high level regardless of the effort I expend and yet I also believe that if I could improve my performance, I would be rewarded for it:

1. my perceived expectancy would be low and my perceived instrumentality would be high
2. my perceived instrumentality would be low and my perceived expectancy would be high
3. then the valence of the outcome is reduced
4. then the valence of the outcome is increased

12. A theory of distributive justice:

1. Expectancy theory
2. Cognitive evaluation theory
3. Organizational Behavior Modification
4. Equity theory

13. Which job characteristic contributes to experienced meaningfulness of work?

1. Skill variety
2. Variable pay
3. Autonomy
4. Feedback

14. Which is NOT true about high nAch employees?

1. Desire lots of feedback
2. Respond strongly to success or failure
3. Make the best managers
4. Focus on task success

**TRUE/FALSE**:

15. Instrumental values reflect preferred modes of behavior, or ways to go about achieving one’s terminal values.

16. One of the most important things managers can do to raise employee satisfaction is to make the work challenging and interesting.

17. Rewards or coercion can offset the dissonance one feels when doing a behavior in conflict with her attitudes.

18. If Marie is more satisfied with her job, we might expect her to engage in more OCBs.

19. In a skill-based pay plan, your earnings will be based on the variety and level of skills you possess.

20. Procedural justice pertains to the respect and dignity one accords others.

21. Individuals higher in Growth Need Strength tend to respond more positively to job enrichment efforts.

22. High levels of perceived equity produce high levels of motivational tension.

**MATCHING (set 1)**:

23. Psychological tension a. Balance theory

24. P-O-X relations b. Cognitive dissonance  
  
25. Social judgment c. Organizational citizenship

26. Altruism & Compliance d. Latitude of rejection

**MATCHING (set 2)**:

27. Abraham Maslow a. inputs, outcomes, and the equity rule  
  
28. J. Stacy Adams b. ERG and frustration regression

29. Clayton P. Alderfer c. a satisfied employee may also be dissatisfied  
  
30. Frederick Herzberg d. fulfillment progression

* Read! Write a one-page outline of each chapter.
* Share lecture notes with other students.
* Meet in small groups and review/quiz each other.
* Look for redundancies between text and lecture materials and emphasize these.
* Understand application of concepts!
* Quiz yourself and others by trying to generate examples of concepts at work.
* Pace yourself; spaced practice is much more effective than massed practice.
* Get a good night’s sleep; Better to get 8 hours of sleep than stay up 2 hours studying while tired.

See the next page for answers.

**ANSWERS**

1. B
2. B
3. D
4. D
5. D
6. C
7. D
8. C
9. A
10. C
11. A
12. D
13. A
14. C
15. T
16. T
17. T
18. T
19. T
20. F
21. T
22. F
23. B
24. A
25. D
26. C
27. D
28. A
29. B
30. C