

✕ **Question Completion Status:**

QUESTION 1

1. Organizational commitment has been found to be positively correlated with all of the following except

- ☐ an employee's age
- ☐ an employee's time on the job.
- ☐ an employee's level of education
- ☐ the current job market.

2 points

QUESTION 2

1. Shannon is given random bonuses of varying amounts throughout the year based on "how well the company is doing." She is being reinforced using a

- ☐ fixed ratio schedule.
- ☐ variable ratio schedule.
- ☐ fixed interval schedule.
- ☐ variable interval schedule.

2 points

QUESTION 3

1. Glass created a computer game experiment whose results indicated that Type A subjects

- ☐ Showed a significantly higher physiological stress response rates than the Type B subjects, but recovered back to baseline rates as quickly as the Type Bs.
- ☐ Showed significantly lower physiological stress response rates than the Type B subjects.

- ☐ Showed similar physiological stress response rates to the Type B subjects in the game, but had a significantly higher stress response to the "harrass" condition.
- ☐ Showed significantly higher stress response rates but beat the game more times than the Type B subjects.

2 points

QUESTION 4

1. According to goal-setting theory, the key determinants of motivation in the workplace are

- ☐ job satisfaction and the accomplishment of goals.
- ☐ monetary incentives associated with meeting goals.
- ☐ specific, challenging opportunities and commitment to goals.
- ☐ specific, challenging opportunities and organizational policies directed at goal attainment.

2 points

QUESTION 5

1.

There is a negative correlation between age and voluntary absenteeism.

- 2. ☐ True
- 3. ☐ False

1 points

QUESTION 6

1. One way to improve job satisfaction at the Spicy Meatball Factory, where pay is competitive and working conditions are favorable, would be to

- ☐ provide employees a wide array of tasks to perform.
- ☐ provide employees more complex tasks to complete.
- ☐ delegate increasing responsibilities to their employees.
- ☐ all of the above

2 points

QUESTION 7

1.

Worker emotions and mood are not likely to affect job performance on a daily basis.

2. ☐ True

3. ☐ False

1 points

QUESTION 8

1. Worker stress resulting from a lack of control may be reduced by

☐ giving employees more money.

☐ allowing employees to participate in decision-making.

giving employees extended vacations.

☐

☐ allowing employees to delegate responsibilities to other coworkers.

2 points

QUESTION 9

1. According to Hackman and Oldham, Yesenia and Yuri's perception of meaningfulness in their work can be improved by providing all of the following except

☐ variety of tasks

☐ better office equipment

☐ autonomy over how they complete the tasks they are assigned to

☐ clear feedback about their performances

2 points

QUESTION 10

1. Employees at the Spicy Meatball Factory find their working conditions acceptable and their hourly wage competitive. However, the work itself is not very interesting. According to Herzberg, the state of this working environment is

- ☐ high hygiene / high motivation
- ☐ low hygiene / high motivation
- ☐ high hygiene / low motivation
- ☐ low hygiene / low motivation

2 points

QUESTION 11

1. According to equity theory, Jin will be most motivated to perform well if he perceives

- ☐ being liked by his coworkers.
- ☐ being treated fairly.
- ☐ being guaranteed a yearly raise.
- ☐ being allowed to take unlimited personal time off.

2 points

QUESTION 12

1. The measurement of job satisfaction usually relies on self-report instruments because

- ☐ an employee's attitudes and feelings typically cannot be directly observed.
- ☐ employees under observation behave exactly the same as when they are not being observed.
- ☐ direct observation requires more time and money.
- ☐ employees are rarely honest about their job satisfaction.

2 points

QUESTION 13

1. Marcus and Angela are likely to experience work distress associated with all of the following scenarios except:

- ☐ The company is upgrading their inter-office email and electronic file storage system.
- ☐ The company is reorganizing their managerial staff after a recent merger.
- ☐ The company is giving them the choice to work from home 2 days a week.
- ☐ All of the above.

2 points

QUESTION 14

1. A lack of hardiness is associated with

- ☐ higher levels of interpersonal conflict on the job.
- ☐ higher levels of role conflict on the job.
- ☐ higher levels of self-perceived stress.
- ☐ a tendency to leave jobs because of stress.

2 points

QUESTION 15

1. According to Simon Sinek, millennials are tough to manage because they are entitled and lazy.

- ☐ True
- ☐ False

1 points

QUESTION 16

1. Employee turnover is related to

- ☐ job satisfaction.
- ☐ organizational commitment.
- ☐ both job satisfaction and organizational commitment.
- ☐ neither job satisfaction nor organizational commitment.

2 points

QUESTION 17

1. According to McClelland the Thematic Apperception Test (TAT) can be used to measure

- ☐ worker job satisfaction.
- ☐ a motivational profile for an individual worker.
- ☐ at which level of Maslow's hierarchy an individual worker is.
- ☐ a worker's career aspirations.

2 points

QUESTION 18

1. The relationship between stress and performance is

- ☐ curvilinear.
- ☐ non-directive.
- ☐ significantly positive.
- ☐ significantly negative.

2 points

QUESTION 19

1. Match the following theories with the examples that best fit:

	▼	Expectancy Theory	A. Wendy really likes her new supervisor, who provides her with relevant critiques and praise after completing important work tasks.
	▼	Goal-Setting Theory	
	▼	Equity Theory	B. Marlaine chooses to arrive 15 minutes before her shift starts to give herself extra time to review patient charts, a task she does not enjoy but must do to provide the best care for her patients.
	▼	Existence Relatedness Growth Theory	C. At the beginning of each month, Todd schedules realistic project milestones to

	Achievement Motivation Theory	keep himself on track with important deadlines.
		Frank experienced joy as he reflected on D. all of his professional accomplishments during his retirement party.
		Petra feels that it was necessary to take E. on a extra project at work after she received a significant promotion.

5 points

QUESTION 20

1. Alec receives a 15% commission each time he makes a car sale. He is being reinforced using a
 - ☐ fixed ratio schedule.
 - ☐ variable ratio schedule.
 - ☐ fixed interval schedule.
 - ☐ variable interval schedule.

2 points

QUESTION 21

1. Henry is experiencing guilt about receiving a commission that his coworker also deserved. He may be experiencing this feeling because he is:
 - ☐ entitled.
 - ☐ equity sensitive.
 - ☐ satisfied with his job.
 - ☐ instrumental.

2 points

QUESTION 22

1. Match the following individuals with the work they are most closely associated with:

	John Stacey Adams	A. Failed parenting strategies and easy access to technology have led to a generation of employees who desire instant gratification.
	Frederick Herzberg	B. We are motivated first by our basic needs to survive, followed by our need to belong, and, finally, by our need to reach our full potential.
	Dan Ariely	C. Individuals may experience distress when they are either under- or over-rewarded for their efforts.
	Abraham Maslow	D. Job satisfaction and job dissatisfaction are independent of each other.
	Simon Sinek	E. Destroying someone's effort in front of them is a sure way to eliminate their motivation to work for you.

5 points

QUESTION 23

1. A company's standard operating procedures regarding COVID-19, health insurance coverage, and availability of personal protective equipment are all examples of

- ☐ hygienes.
- ☐ motivators.
- ☐ intrinsic reinforcement.
- ☐ extrinsic reinforcement.

2 points

QUESTION 24

1. Research indicates that work-family conflict

- ☐ is a domestic issue that only affects U.S. workers.

- ☐ is on the rise.
- ☐ is on the decline.
- ☐ is not a significant source of worker stress.

2 points

QUESTION 25

1. Please use the following words to successfully fill in the blanks: **high, low, motivation, optimal, under** (*must use exact word correctly spelled to receive credit*)

Change in workload tends to change the stress level of employees, which ultimately affect their performance. For example, workload stress can lead to boredom or indifference which may cause employees to -perform. On the other hand, workload stress may lead employees to feel anxious and frustrated, reducing their to perform. Ideally, employers create workloads where employees feels confident that despite the challenge, they can manage the tasks well.

5 points

QUESTION 26

1. Match each of the following concepts with the example that best represents it:

Production Deviance	A. "Researching" online for the best price for that new LED 52" television you're thinking about getting for your living room during work hours.
Property Deviance	B. Purposely excluding Agnes from the after-work social activity you and your co-workers are planning to do on Friday.
Political Deviance	C. Sharing that you heard that Rachel got called into your supervisor's office this morning with your fellow co-workers over lunch, adding that you think she may have gotten in trouble for always coming in late.
Workplace Incivility	
Bullying	

Taking several ink cartridges from the
D. supply closet at work to replace the ink in
your home printer.

Constantly interrupting your coworkers
during weekly meetings, taking away their
E. opportunities to share ideas on a project
you are working on together.

5 points

QUESTION 27

1. At the Gingerbread Factory, Gretel works from 7 A.M. to 7 P.M. Monday through Thursday, while Hansel works from 7 A.M. to 7 P.M Tuesday through Friday. This is an example of

- ☐ temp work.
- ☐ job rotation.
- ☐ flextime.
- ☐ a compressed work schedule.

2 points

QUESTION 28

- 1.

The best work performance occurs under very low levels of stress.

- 2. ☐ True
- 3. ☐ False

1 points

QUESTION 29

1. Which of the following is NOT an example of organizational citizenship behavior (OCB)?

- ☐ Leslie has signed up for an online course on mobile teaching strategies.
- ☐ Jonah has volunteered to come in on the weekend to support his department's efforts to close a new deal.
- ☐ Barry follows the company policy and clocks in and out when he takes his lunch break.

- ☐ All of the above.

2 points

QUESTION 30

1. An example of voluntary absenteeism is missing work due to

- ☐ a loss in the family
- ☐ illness.
- ☐ jury duty.
- ☐ an interview for a new job.

2 points

QUESTION 31

1. The whole packaging department at the Spicy Meatball Factory has left their jobs over the last 6 weeks citing deep dissatisfaction with their managers. This is an example of

- ☐ functional involuntary turnover.
- ☐ dysfunctional involuntary turnover.
- ☐ functional voluntary turnover.
- ☐ dysfunctional voluntary turnover.

2 points

QUESTION 32

1. According to McClelland, employees would be motivated by one of the following scenarios except perhaps:

- ☐ Having the opportunity to learn a new programming language.
- ☐ Having the opportunity to participate in the company holiday party committee.

- ☐ Having the opportunity to take Fridays off by adding 2 hours to their workdays Monday through Thursdays.
- ☐ Having the opportunity to teach a seminar about effective time management to fellow coworkers.

2 points

QUESTION 33

1.

Eliminating the probation period for new employees who have proven to be productive contributors to the job an example of

- ☐ punishment.
- ☐ job enrichment.
- ☐ positive reinforcement.
- ☐ negative reinforcement.

2 points

QUESTION 34

1. Major changes in pay structure leads to dramatic increases in job satisfaction.

- ☐ True
- ☐ False

1 points

QUESTION 35

1. According to Rob Cooke, the cost of work-related stress in the U.S. is close to be \$_____.

- ☐ 100 million
- ☐ 350 million
- ☐ 100 billion
- ☐ 300 billion

2 points

QUESTION 36

1. Match each example with the type of OCB it represents:

When Nora's
babysitter had
to call out sick,
her co-worker
Gina offered to
stay late and
cover the rest
of her shift.

In order to
better
communicate
with his
Spanish
language-

dominant
clients, Alan is
taking an
intensive
language
course at the
local college on
the weekends.

- A. Organizational loyalty
- B. Helping behavior
- C. Sportsmanship
- D. Civic virtue

When Sheryl
overheard a
few
acquaintances
criticize a
recent Op-Ed
article that was
in the

magazine that
her employer
publishes, she
took it upon
herself to offer
some insight
about why the
editors chose
to publish it.

- E. Self Development

Marcus has
decided to
volunteer to be

the treasurer
of the
fundraising
committee in
charge of his
employer's
annual charity
donation.

Despite the
longer hours
she has been
working due to
the recent
turnover in her
office, Vicki
enthusiastically
shares with a
 new hire that
she has
improved her
time
management
skills and looks
forward to the
changes that
the new
personnel will
bring.

5 points

QUESTION 37

1. One of the Spicy Meatball Factory's assistant supervisors, Samira, is experiencing overpayment inequity after discovering she makes more per hour than her co-worker Rudy. Samira is most likely to

- ☐ share her year-end bonus with Rudy.
- ☐ call in sick less often.
- ☐ change how she compares herself to Rudy.
- ☐ Ask her manager to dock her pay.

2 points

QUESTION 38

1. According to David and Jonah Stillman, Gen Z employees are a group that generally

- ☐ love the open office concept.
- ☐ refuse to collaborate with their fellow coworkers.
- ☐ prefer to build relationships in the workplace.
- ☐ prefer to use social media tools other than email to communicate at work.

2 points

QUESTION 39

1.

Workers with a Type A behavior pattern are likely to be very productive and work well in a variety of jobs.

- 2. ☐ True
- 3. ☐ False

1 points

QUESTION 40

1. Dispositional affect is associated with all of the following except:

- ☐ higher job satisfaction.
- ☐ lower turnover.
- ☐ higher absenteeism.
- ☐ higher performance.

2 points

QUESTION 41

1.

Increasing salary is a job enrichment strategy.

- 2. ☐ True
- 3. ☐ False

1 points

QUESTION 42

1. Copy of

Match the following concepts with the descriptions that best fit:

Type B

Self
Efficacy

Internal
Locus of
Control

Type A

Emotional
Exhaustion

A. Sally approaches work challenges with an easy-going and adaptive attitude.

B. Diego often becomes impatient and frustrated when his projects get held up by co-workers' poor time management skills.

C. Brenda gives herself extra study time because she believes that she is responsible for how she will do on an exam.

D. Gavin feels that the demands of his job are becoming more than he can handle.

E. Tanner strongly believes that if he puts in extra effort on a challenging work task, he will be able to complete it successfully.

5 points

QUESTION 43

1. Dispositional stress results from
☐ worker characteristics and coping style.

☐ chronic depression.

☐ low salary.

☐ a lack of job knowledge.

2 points

QUESTION 44

1. Voluntary turnover is costly to organizations because
☐ firing employees may lead to expensive legal situations.

- ☐ losing a valued employee leads to reduced organizational productivity.
- ☐ laying off a large group of employees temporarily reduces productivity.
- ☐ sometimes good workers are fired.

2 points

QUESTION 45

1. Research has shown that the strongest predictor of whether an employee will participate in bullying is if s/he was bullied in the past.

- ☐ True
- ☐ False

1 points

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