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1. Research shows that employees with low job satisfaction experience strong positive feelings when they think about their duties or take part in their task activities.
True False
2. Value-percept theory suggests that people evaluate job satisfaction according to specific "facets" of the job.
True False
3. Supervision satisfaction reflects employees' feelings about their co-workers and the work itself.
True False
4. Satisfaction with the work itself is the single strongest driver of overall job satisfaction.
True False
5. Responsibility for outcomes reflects the degree to which work tasks are viewed as something that "counts" in the employees system of philosophies and beliefs.
True False
6. The degree to which the job requires completing a whole, identifiable, piece of work from beginning to end with a visible outcome refers to significance.
True False
7. A meta-analysis of 200 studies showed that the five core job characteristics are moderately to strongly related to job satisfaction.
True False
8. Moods can be characterized in two ways: occupancy and engagement.
True False
9. Research reveals that job satisfaction is correlated strongly with citizenship behaviour.
True False
10. The developers of the JDI survey recommend that surveys in the organization should not be anonymous so that managers can identify which employees are not satisfied and address their specific needs.
True False
11. Moods and emotions are responsible for the ebbs and flows in satisfaction levels for employees.
True False
12. Satisfaction with the work itself focuses on what employees actually do.
True False
13. Meaningfulness of work captures the degree to which employees feel that they are key drivers of the quality of the unit's work.
True False
14. Job characteristics theory argues that variety, identity, significance, autonomy, and feedback, result in high levels of the three psychological states, making work tasks more satisfying.
True False
15. Variety is the degree to which the job provides freedom, independence, and discretion to the individual performing the work.
True False
16. Identity, as a core job characteristic, captures the belief that the job really matters.
True False

17. Autonomy is the degree to which the job requires a number of different activities that involve a number of different skills and talents.
True False
18. Most employees receive formal performance appraisals from their bosses, but that feedback occurs once or maybe twice a year.
True False
19. Rather than influencing the strength of the relationships between variables, moderators directly affect other variables in the diagram.
True False
20. Enrichment efforts can heighten work accuracy and customer satisfaction, though training and labour costs tend to rise as a result of such changes.
True False
21. Job satisfaction reflects what you think and feel about your job.
True False
22. Emotions are states of feeling that are intense, last for a few hours, and are clearly directed at (and caused by) someone or some circumstance.
True False
23. Service jobs are high in emotional labour.
True False
24. Satisfied employees do a better job of fulfilling the duties described in their job descriptions.
True False
25. Job satisfaction has a strong negative correlation with counterproductive behaviour.
True False
26. Job satisfaction is moderately correlated with affective commitment.
True False
27. Job satisfaction is uncorrelated with continuance commitment.
True False
28. The JDI manual provides national norms for all facets and breaks down those norms according to relevant demographic groups.
True False
29. Job satisfaction is the degree to which employees feel a sense of happiness with their lives in general.
True False
30. Research shows that job satisfaction is one of the strongest predictors of life satisfaction.
True False
31. The pleasurable emotional state results from appraisal of one's job or job experiences is
 - A. job commitment
 - B. organizational commitment
 - C. organizational performance
 - D. job satisfaction
 - E. job productivity
32. According to recent survey, what is the least-cited reason for job satisfaction?
 - A. corporate culture
 - B. flexible work hours
 - C. opportunity to learn
 - D. opportunity to use skills
 - E. ability to be creative

33. Which of the following is not considered to be a commonly assessed work value?
- A. altruism
 - B. status
 - C. benefits
 - D. promotions
 - E. environment
34. Helping others and working on moral causes are examples of which of the following work value categories?
- A. supervision
 - B. coworkers
 - C. pay
 - D. promotions
 - E. altruism
35. Having prestige, power over others, and fame are examples of which of the following work value categories?
- A. Altruism
 - B. Pay
 - C. Status
 - D. Promotions
 - E. Supervision
36. Utilizing ability and experiencing freedom, independence, intellectual stimulation, creative expression, and a sense of achievement are examples of which of the following work value categories?
- A. Environment
 - B. Status
 - C. Supervision
 - D. Work itself
 - E. Altruism
37. Sally is getting established in her career and starting a family. Which of the following work value categories would be more important?
- A. Altruism
 - B. Pay
 - C. Status
 - D. Supervision
 - E. Co-workers
38. Mark is at a point in his career where he feels a need to help others. Which of the following work value categories would be more important?
- A. Status
 - B. Environment
 - C. Coworkers
 - D. Altruism
 - E. Supervision
39. Jennifer is at a point in her career where she feels a need to find an outlet for her creative expression. Which of the following work value categories would be more important?
- A. Environment
 - B. Work itself
 - C. Coworkers
 - D. Altruism
 - E. Supervision

40. The _____ theory argues that job satisfaction depends on whether an employee perceives that their job supplies the things that he or she values.
- job satisfaction
 - organization satisfaction
 - value-percept
 - job withdrawal
 - organizational withdrawal
41. In value-percept theory, the strongest sense of dissatisfaction is created when there are _____ differences between wants and have and when the value in question is _____.
- minor; irrelevant
 - major; irrelevant
 - minor; important
 - major; important
 - none of the above answer choices is correct
42. When it comes to pay satisfaction, most employees base their desired pay based on
- a consideration of their job duties and of the pay given to comparable colleagues
 - a consideration of the pay given to comparable colleagues and of the pay given to top managers
 - a consideration of needs but not wants
 - a consideration of wants but not needs
 - none of these
43. Which facet of job satisfaction brings more responsibility and increased work hours?
- promotion
 - Pay
 - Coworker
 - Competition
 - None of these
44. According to the value-percept theory of job satisfaction, which of these is not a facet of job satisfaction?
- Promotion
 - Pay
 - Coworker
 - Competition
 - The work itself
45. Supervision satisfaction by an employee is based on
- the supervisor's and subordinates ability to help the employee attain valuable things
 - the subordinate's and supervisor's like-ability
 - the subordinate's ability to help the employee attain valued things and the subordinate's ability to help . the employee attain valued things
 - the subordinate's ability to help the employee attain valued things and the supervisor's ability to help . the employee attain valued things
 - the supervisor's like-ability and the supervisor's ability to help the employee attain valued things
46. When a company has the executives wait to receive bonuses until everyone else in the organization has received one, _____ is likely to increase.
- satisfaction gap
 - promotion satisfaction
 - supervision satisfaction
 - coworker satisfaction
 - satisfaction with the work itself

47. Coworker satisfaction by an employee is based on
- A. the supervisor's like-ability and ability to help the employee attain valued things
 - B. the coworker's like-ability and the employee's ability to attain valued things
 - C. the supervisor's ability to help the employee attain valued things and the coworkers ability to help the employee attain valued things
 - D. the coworker's ability to help the employee attain valued things and the supervisors like-ability
 - E. the coworker's like-ability and ability to help the employee attain valued things
48. Growth need strength refers to _____.
- A. the degree to which employees desire to attain more pay
 - B. the degree to which employees desire to be promoted
 - C. the degree to which employees desire to change employers
 - D. the degree to which employees desire to develop a stronger social network
 - E. the degree to which employees desire to develop themselves further
49. Of the five facets of value-percept theory, which three facets have the strongest influence on overall job satisfaction?
- A. Pay satisfaction, promotion satisfaction, supervision satisfaction
 - B. Promotion satisfaction, coworker satisfaction, satisfaction with the work itself
 - C. Supervision satisfaction, satisfaction with the work itself, pay satisfaction
 - D. Coworker satisfaction, supervision satisfaction, satisfaction with the work itself
 - E. Satisfaction with the work itself, promotion satisfaction, pay satisfaction
50. Of the five facets of value-percept theory, which single facet has the strongest influence on overall job satisfaction?
- A. Pay satisfaction
 - B. Promotion satisfaction
 - C. Supervision satisfaction
 - D. Coworker satisfaction
 - E. Satisfaction with the work itself
51. Of the five facets of value-percept theory, which facet was the moderately strong driver of job satisfaction but showed the weakest correlation?
- A. Pay
 - B. Promotion
 - C. Supervision
 - D. Coworker
 - E. The work itself
52. Of the five facets of value-percept theory, which two facets have moderately strong influences on overall job satisfaction?
- A. pay satisfaction and promotion satisfaction
 - B. promotion satisfaction and coworker satisfaction
 - C. supervision satisfaction and satisfaction with the work itself
 - D. coworker satisfaction and supervision satisfaction
 - E. satisfaction with the work itself and promotion satisfaction
53. Based on one study conducted in a college setting, the facets of overall student satisfaction include
- A. university satisfaction
 - B. housing satisfaction
 - C. leisure satisfaction
 - D. none of the above answer choices are correct
 - E. answer choices a, b, and c are correct

54. According to the Job Characteristics theory, the psychological state that reflects the degree to which work tasks are viewed as something that "counts" in the employee's system of philosophies and beliefs is known as
- A. responsibility for outcomes
 - B. knowledge of results
 - C. meaningfulness of work
 - D. variety
 - E. identity
55. According to the Job Characteristics theory, the psychological state that captures the degree to which employees feel that they are key drivers of the quality of the unit's work is known as
- A. responsibility for outcomes
 - B. knowledge of results
 - C. meaningfulness of work
 - D. variety
 - E. identity
56. According to the Job Characteristics theory, the psychological state that reflects the extent to which employees know how well (or poorly) they are doing is known as
- A. responsibility for outcomes
 - B. identity
 - C. meaningfulness of work
 - D. variety
 - E. none of these
57. According to the Job Characteristics theory, the degree to which the job requires a number of different activities that involve a number of different skills and talents is known as
- A. responsibility for outcomes
 - B. knowledge of results
 - C. meaningfulness of work
 - D. variety
 - E. identity
58. Dina is a management consultant for the banking industry and finds that every day is different for her. Dina's job is an example of
- A. low variety
 - B. high variety
 - C. low identity
 - D. high identity
 - E. none of the answer choices are correct
59. According to the Job Characteristics theory, the degree to which the job requires completing a whole, identifiable, piece of work from beginning to end with a visible outcome is known as
- A. responsibility for outcomes
 - B. knowledge of results
 - C. meaningfulness of work
 - D. variety
 - E. identity
60. Enrique is a general surgeon and enjoys watching his initially ill patient restored to good health. Enrique's experience is an example of
- A. low variety
 - B. high variety
 - C. low identity
 - D. high identity
 - E. none of the answer choices are correct

61. According to the Job Characteristics theory, the degree to which the job has a substantial impact on the lives of other people, particularly people in the world at large is known as
- A. responsibility for outcomes
 - B. significance
 - C. autonomy
 - D. identity
 - E. none of these
62. Russell is a law enforcement officer in a high crime district who has been instrumental in the declining crime rate. Russell is experiencing.
- A. high autonomy
 - B. low significance
 - C. low autonomy
 - D. high significance
 - E. none of the answer choices are correct
63. According to the Job Characteristics theory, the degree to which the job provides freedom, independence, and discretion to the individual performing the work is known as
- A. feedback
 - B. significance
 - C. meaningfulness of work
 - D. autonomy
 - E. identity
64. Eric is a tax accountant who sets his own schedule with his clients. Eric is experiencing.
- A. low autonomy
 - B. low significance
 - C. high autonomy
 - D. high significance
 - E. none of the answer choices are correct
65. According to the Job Characteristics theory, the degree to which carrying out the activities required by the job provides the worker with clear information about how well he or she is performing is known as
- A. feedback
 - B. significance
 - C. meaningfulness of work
 - D. autonomy
 - E. identity
66. April has been at the restaurant for 10 years and has many regulars who wait for her to serve them because she's so effective. April is experiencing.
- A. high autonomy
 - B. low feedback
 - C. high feedback
 - D. low autonomy
 - E. none of the answer choices are correct
67. According to the Job Characteristics theory, the degree to which employees have strong needs for personal accomplishments or developing themselves beyond where they currently are is known as
- A. feedback
 - B. significance
 - C. growth need strength
 - D. autonomy
 - E. identity

68. According to the Job Characteristics theory, if employees lack _____, more variety and autonomy should not increase their satisfaction very much.
- A. knowledge and skill along with agreeableness
 - B. growth need strength along with agreeableness
 - C. agreeableness and extra effort
 - D. growth need strength along with knowledge and skill
 - E. none of these
69. According to the Job Characteristics theory, if employees have high levels of _____, more variety and autonomy should increase their satisfaction very much.
- A. knowledge and skill along with agreeableness
 - B. growth need strength along with agreeableness
 - C. agreeableness and extra effort
 - D. growth need strength along with knowledge and skill
 - E. none of these
70. When the duties and responsibilities associated with a job are expanded to provide more variety, identity, autonomy, etc., it refers to
- A. job enlargement
 - B. job enrichment
 - C. autonomy
 - D. job rotation
 - E. job hoping
71. Which country has the highest levels of happiness?
- A. India
 - B. Norway
 - C. Romania
 - D. Australia
 - E. Netherlands
72. States of feeling that are often mild in intensity, last for an extended period of time, and are not explicitly directed at or caused by anything are known as
- A. emotions
 - B. satisfaction
 - C. moods
 - D. withdrawal
 - E. answer choices a and b are correct
73. Moods can be categorized into
- A. emotions
 - B. pleasantness
 - C. engagement
 - D. answer choices b and c are correct
 - E. answer choices a and c are correct
74. Grouchy is an example of which type of mood?
- A. Engaged
 - B. Pleasant
 - C. Disengaged
 - D. Unpleasant
 - E. None of the answer choices are correct

75. Which theory describe how workplace events can generate emotional reactions that impact work behaviours
- A. job characteristics theory
 - B. job descriptive theory
 - C. job satisfaction theory
 - D. value-percept theory
 - E. affective events theory
76. Surprised is an example of which type of mood?
- A. Engaged
 - B. Pleasant
 - C. Disengaged
 - D. Unpleasant
 - E. None of the answer choices are correct
77. Susan has been quiet lately at work. She is exhibiting which type of mood?
- A. Engaged
 - B. Pleasant
 - C. Disengaged
 - D. Unpleasant
 - E. None of the answer choices are correct
78. States of feeling that are often intense, can last for only a few minutes, and are clearly directed at and caused by a person or circumstance are known as
- A. Emotions
 - B. Satisfaction
 - C. Moods
 - D. Withdrawal
 - E. Answer choices a and b are correct
79. Which of the following does not directly influence overall job satisfaction?
- A. pay satisfaction
 - B. promotion satisfaction
 - C. supervision satisfaction
 - D. life satisfaction
 - E. co-worker satisfaction
80. Hope is an example of which type of emotion?
- A. Engaged
 - B. Positive
 - C. Negative
 - D. Occupied
 - E. Structured
81. Anxiety is an example of which type of emotion?
- A. Engaged
 - B. Positive
 - C. Structured
 - D. Occupied
 - E. None of the answer choices are correct
82. Which of the following satisfaction facets has the strongest correlation to overall job satisfaction?
- A. pay
 - B. work itself
 - C. promotion
 - D. supervision
 - E. co-worker

83. When restaurant servers, flight attendants, and retail salespeople hide their True feelings and "put on a happy face" is an example of
- A. pleasantness
 - B. engagement
 - C. emotional labour
 - D. mood swings
 - E. none of the answer choices are correct
84. When one person can "catch" or "be infected by" the emotions of another person, it is called
- A. pleasantness
 - B. engagement
 - C. emotional contagion
 - D. structured labour
 - E. none of the answer choices are correct
85. Job satisfaction is correlated with task performance. What is the strength of this correlation?
- A. weak positive effect
 - B. moderate positive effect
 - C. strong positive effect
 - D. weak negative effect
 - E. Moderate Negative Effect
86. Job satisfaction is _____ correlated with organizational citizenship behaviours.
- A. not
 - B. strongly
 - C. moderately
 - D. very weakly
 - E. none of the answer choices are correct
87. Job satisfaction is _____ correlated with affective commitment.
- A. not
 - B. strongly
 - C. moderately
 - D. very weakly
 - E. none of the answer choices are correct
88. Job satisfaction is _____ correlated with normative commitment.
- A. not
 - B. strongly
 - C. moderately
 - D. very weakly
 - E. none of the answer choices are correct
89. Job satisfaction is _____ correlated with continuance commitment.
- A. not
 - B. strongly
 - C. moderately
 - D. intensely
 - E. none of the answer choices are correct
90. According to the survey data for the United States, Britain, and Japan, people are _____ happy today than they were 50 years ago.
- A. more
 - B. less
 - C. as
 - D. significantly more
 - E. significantly less

91. According to the international survey data for countries with average incomes of \$20,000 or more, additional income _____ associated with higher levels of life satisfaction.
- A. is strongly
 - B. is not
 - C. is moderately
 - D. is intensely
 - E. none of the answer choices are correct
92. _____ can provide a "snapshot" of how satisfied the workforce is and, if repeated over time, reveal trends in satisfaction levels.
- A. focus groups
 - B. interviews
 - C. attitude Surveys
 - D. case studies
 - E. role-play
93. The _____ assesses pay, promotion, supervision, and coworker satisfactions and satisfaction with the work itself.
- A. Focused Groups Index
 - B. Job Descriptive Index
 - C. Job Satisfaction Index
 - D. Organizational Commitment Index
 - E. Employee Personality Index
94. Which of the following produces the greatest satisfaction at work?
- A. eating lunch
 - B. answering email
 - C. brainstorming a new project
 - D. funny conversation with friend
 - E. informal meeting
95. Riya, Maya, and Tanya work at ABC International. Riya has always complained about her job that all she does 8 hours a day is to enter data on Excel spreadsheets. Maya was surprised that how can one work like that 8 hours per day. Her job requires developing advertisements for ABC where she starts with the storyboard and finishes the entire ad campaign. Maya enjoys working on something where she sees the outcome having completed a whole identifiable piece of work that has her signatures on it. In her job Maya has the total freedom and independence in how she pursues her job. Tanya was recently hired at ABC as a floater. Everyday she finds out in the morning which department she will be working and in what capacity. Everyday is something new. She truly enjoys the challenge.

Riya is experiencing

Scenario: ABC International

- A. high autonomy
- B. high variety
- C. high identity
- D. high significance
- E. none of the answer choices are correct

96. Riya, Maya, and Tanya work at ABC International. Riya has always complained about her job that all she does 8 hours a day is to enter data on Excel spreadsheets. Maya was surprised that how can one work like that 8 hours per day. Her job requires developing advertisements for ABC where she starts with the storyboard and finishes the entire ad campaign. Maya enjoys working on something where she sees the outcome having completed a whole identifiable piece of work that has her signatures on it. In her job Maya has the total freedom and independence in how she pursues her job. Tanya was recently hired at ABC as a floater. Everyday she finds out in the morning which department she will be working and in what capacity. Everyday is something new. She truly enjoys the challenge.

Maya is experiencing

Scenario: ABC International

- A. low autonomy
 - B. low variety
 - C. high identity
 - D. high significance
 - E. none of the answer choices are correct
97. Riya, Maya, and Tanya work at ABC International. Riya has always complained about her job that all she does 8 hours a day is to enter data on Excel spreadsheets. Maya was surprised that how can one work like that 8 hours per day. Her job requires developing advertisements for ABC where she starts with the storyboard and finishes the entire ad campaign. Maya enjoys working on something where she sees the outcome having completed a whole identifiable piece of work that has her signatures on it. In her job Maya has the total freedom and independence in how she pursues her job. Tanya was recently hired at ABC as a floater. Everyday she finds out in the morning which department she will be working and in what capacity. Everyday is something new. She truly enjoys the challenge.

Tanya is experiencing

Scenario: ABC International

- A. high autonomy
 - B. high variety
 - C. high identity
 - D. high significance
 - E. none of the answer choices are correct
98. _____ are those things that people consciously or subconsciously want to seek or attain.
- A. Values
 - B. Beliefs
 - C. Ideas
 - D. Thoughts
 - E. Feelings
99. _____ reflects employees' feelings about their actual work tasks, including whether those tasks are challenging, interesting, respected, and make use of key skills rather than being dull, repetitive, and uncomfortable.
- A. Satisfaction with the work itself
 - B. Pay satisfaction
 - C. Promotion satisfaction
 - D. Supervision satisfaction
 - E. Coworker satisfaction

100. Knowledge of results:
- A. captures the degree to which employees feel that they are key drivers of the quality of the unit's work.
 - B. reflects the extent to which employees know how well (or how poorly) they are doing.
 - C. reflects the degree to which work tasks are viewed as something that "counts" in the employee's system of philosophies.
 - D. captures the degree to which employees feel like their efforts do not really matter, because work outcomes are dictated by effective procedures.
 - E. reflects that trivial tasks tend to be less satisfying than tasks that make employees feel like they're aiding the organization in some meaningful way.
101. When your job provides _____, you view the outcomes of it as the product of your efforts rather than the result of careful instructions from your boss or a well-written manual of procedures.
- A. feedback
 - B. autonomy
 - C. meaningfulness of work
 - D. significance
 - E. identity
102. Being hostile, nervous or annoyed is an example of which of the following types of moods?
- A. Intense negative mood
 - B. Consistent
 - C. Disengaged
 - D. Unpleasant
 - E. Intense positive mood
103. Feeling enthusiastic, excited, or elated is an example of which of the following types of moods?
- A. Disengaged
 - B. Intense negative mood
 - C. Consistent
 - D. Intense positive mood
 - E. Unpleasant
104. "I'm feeling grumpy" is an example of:
- A. a positive emotion
 - B. satisfaction
 - C. a negative emotion
 - D. withdrawal
 - E. moods
105. "I'm feeling angry at my boss" is an example of:
- A. emotions.
 - B. satisfaction.
 - C. an intense negative mood.
 - D. withdrawal.
 - E. an intense positive mood.
106. Which of the following type of emotion best explains a distressing condition that has changed for the better?
- A. Pride
 - B. Hope
 - C. Relief
 - D. Compassion
 - E. Joy

107. Compassion is an example of which type of emotion?
- A. Positive
 - B. Occupied
 - C. Structured
 - D. Engaged
 - E. Negative
108. Which of the following type of emotion best explains "facing an immediate and concrete danger"?
- A. Anger
 - B. Anxiety
 - C. Fear
 - D. Disgust
 - E. Envy
109. Envy is an example of which type of emotion?
- A. Engaged
 - B. Positive
 - C. Structured
 - D. Occupied
 - E. Negative
110. The need to manage emotions to complete job duties successfully is called:
- A. emotional labour.
 - B. pleasantness.
 - C. emotional contagion.
 - D. mood swings.
 - E. structured labour.
111. Job satisfaction has a _____ correlation with counterproductive behaviour.
- A. moderate negative
 - B. strong negative
 - C. moderate positive
 - D. weak positive
 - E. strong positive
112. According to the survey data discussed in the OB Internationally box, which of the following nations rates the highest in happiness?
- A. The United States
 - B. Netherlands
 - C. Japan
 - D. China
 - E. Russia
113. _____ are often the most accurate and most effective in assessing the job satisfaction of rank-and-file employees.
- A. Attitude surveys
 - B. Interviews
 - C. Focus groups
 - D. Questionnaires
 - E. Discussions
114. The JDI assesses all the following satisfaction facets except:
- A. focus
 - B. pay
 - C. promotion
 - D. supervisor
 - E. coworker

115. The JDI includes a companion survey—the _____ scale—that assesses overall job satisfaction.
- A. FIG
 - B. JSI
 - C. JIG
 - D. OCI
 - E. EPI
116. Which of the following statements about the JDI is False?
- A. The questions are written in a very simple and straightforward fashion so that they can be easily understood by most employees.
 - B. The developers of the JDI recommend surveying as much of the company as possible because any . unsurveyed employees might feel that their feelings are less important.
 - C. The developers of the JDI recommend that surveys be anonymous so that employees can be as honest as . possible without worrying about being punished for any critical comments about the organization.
 - D. The JDI manual provides international norms for all facets and breaks down those norms according to relevant domain groups.
 - E. The JDI allows for within-organization comparisons to determine which departments have the highest . satisfaction levels and which have the lowest.

4 Key

1. (p. 78) FALSE
2. (p. 79) TRUE
3. (p. 83) FALSE
4. (p. 83) TRUE
5. (p. 86) FALSE
6. (p. 88) FALSE
7. (p. 90) TRUE
8. (p. 92) FALSE
9. (p. 98) FALSE
10. (p. 101) FALSE
11. (p. 92) TRUE
12. (p. 83) TRUE
13. (p. 86) FALSE
14. (p. 87) TRUE
15. (p. 86) FALSE
16. (p. 88) FALSE
17. (p. 89) FALSE
18. (p. 90) TRUE
19. (p. 90) FALSE
20. (p. 91) TRUE
21. (p. 78) TRUE
22. (p. 94) FALSE
23. (p. 96) TRUE
24. (p. 97) TRUE
25. (p. 98) FALSE
26. (p. 98) FALSE
27. (p. 98) TRUE
28. (p. 102) TRUE
29. (p. 99) FALSE
30. (p. 99) TRUE
31. (p. 78) D
32. (p. 79) B
33. (p. 80) C
34. (p. 80) E
35. (p. 80) C
36. (p. 80) D

37. (p. 80) B
38. (p. 90) D
39. (p. 80) B
40. (p. 79) C
41. (p. 79) D
42. (p. 81) A
43. (p. 83) A
44. (p. 79) D
45. (p. 83) E
46. (p. 83) C
47. (p. 83) E
48. (p. 90) E
49. (p. 81) D
50. (p. 81) E
51. (p. 81) A
52. (p. 81) A
53. (p. 85) E
54. (p. 86) C
55. (p. 86) A
56. (p. 86) E
57. (p. 86) D
58. (p. 86) B
59. (p. 88) E
60. (p. 88) D
61. (p. 88) B
62. (p. 88) D
63. (p. 89) D
64. (p. 89) C
65. (p. 90) A
66. (p. 90) C
67. (p. 90) C
68. (p. 90) D
69. (p. 90) D
70. (p. 91) B
71. (p. 82) E
72. (p. 92) C
73. (p. 92) D
74. (p. 94) D

75. (p. 94) E
76. (p. 94) A
77. (p. 94) C
78. (p. 94) A
79. (p. 97) D
80. (p. 94) B
81. (p. 94) E
82. (p. 84) B
83. (p. 96) C
84. (p. 96) C
85. (p. 98) B
86. (p. 98) C
87. (p. 98) B
88. (p. 98) B
89. (p. 98) A
90. (p. 82) C
91. (p. 82) B
92. (p. 101) C
93. (p. 101) B
94. (p. 93) C
95. (p. 86-90) E
96. (p. 86-90) C
97. (p. 86-90) B
98. (p. 79) A
99. (p. 83) A
100. (p. 86) B
101. (p. 89) B
102. (p. 94) A
103. (p. 94) D
104. (p. 92) E
105. (p. 94) A
106. (p. 95) C
107. (p. 95) A
108. (p. 95) C
109. (p. 95) E
110. (p. 96) A
111. (p. 98) A
112. (p. 82) B

113. (p. 101) A

114. (p. 101) A

115. (p. 101) C

116. (p. 101) D

4 Summary

<u>Category</u>	<u># of Questions</u>
Colquitt - Chapter 04	116
Difficulty: Difficult	9
Difficulty: Easy	13
Difficulty: Moderate	94
Learning Objective: 04-01 What is job satisfaction?	4
Learning Objective: 04-02 What are values; and how do they affect job satisfaction?	12
Learning Objective: 04-03 What specific facets do employees consider when evaluating their job satisfaction?	18
Learning Objective: 04-04 Which job characteristics can create a sense of satisfaction with the work itself?	35
Learning Objective: 04-05 How is job satisfaction affected by day-to-day events?	2
Learning Objective: 04-06 What are mood and emotions; and what specific forms do they take?	24
Learning Objective: 04-07 How does job satisfaction affect job performance and organizational commitment? How does it affect life satisfaction?	13
Learning Objective: 04-08 What steps can organizations take to assess and manage job satisfaction?	8