

Exam 1 Review Guide

Posted Sep 30, 2019 10:00 PM

CHAPTER 1 – ORGANIZATIONAL BEHAVIOR

Study:

Problem solving approach (know the three steps)

Definition of OB, two types of factors that influence behavior

Informal vs. Formal aspects of an organization

Don't worry about:

Flaws of common sense

Ethics

Organizing framework for understanding and applying OB

CHAPTER 2 – ATTITUDES AND VALUES

Study:

Values (definition, two general types)

Values circumplex (i.e., Schwartz's value theory, circle diagram with 2 axes, 10 values)

Strong situation vs. weak situation

Supply-values fit (just the basic idea)

Attitudes, definition, ABC model, factors that contribute to formation or maintenance attitudes

Attitude-to-Behavior linkage

Job satisfaction, causes, consequences

- Organizational commitment, three types

- Organizational Citizenship Behavior (OCB)

Attitude change, sources and factors that affect persuasion

Don't worry about:

Perceived organizational support

Memorizing ALL of the causes of the different types of commitment, just know what they are

Telecommuting

Only review the lecture content regarding the causes of job satisfaction (don't go by the model in the book)

CHAPTER 3 – EMOTION AND INDIVIDUAL DIFFERENCES

Study:

Basics of affect, including emotion vs. mood

Positive and negative affectivity

Emotional intelligence (definition, 4 dimensions, what it does, how to build it)

Individual differences, interactional perspective

Big 5, factor definitions, work outcomes related to each factor

Core self-evaluations, four dimensions, outcomes

Self-monitoring

Don't worry about:

Causes of personality or amount of affectivity due to personality

Multiple intelligences aside from Emotional intelligence

Different types of personality theories (e.g., trait vs. psychodynamic vs. humanistic, etc.)

Measurement of personality in organizations

Proactive personality

Detailed memorization of the mechanisms of self-efficacy

CHAPTER 4 – SOCIAL PERCEPTION AND DIVERSITY

Study:

Social perception, definition, three things that affect it

Stereotypes and exemplars (what they are, how they affect organizational behavior)

Discrimination

Barriers to accurate social perception

Attribution, two types (internal vs. external)

-Fundamental attribution error (correspondence bias)

-Self-serving bias

Diversity management (what it is, examples of good practices)

Don't worry about:

Don't memorize all the example studies, they're just there to help you understand the concepts

Impression management (we'll cover it under the chapter on Power and Politics)

People making correspondence bias despite the presence of strong situations

Barriers and challenges to managing diversity

CHAPTER 5 – MOTIVATION

Study:

Motivation, definition, three facets

Needs

- Maslow's model, five levels, corrections to Maslow's theory

- McClelland's three types of need tendencies, definitions, work relevance

- Fundamental needs and Self-Determination Theory

Engagement, definition, effects on work behavior

Equity theory

Expectancy theory

Scientific management, what is it? Pros/cons?

Job re-design:

- Rotation, enlargement, enrichment

- Job characteristics model, five fundamental characteristics of a job

- Recent work discussing social support and opportunities to learn/develop

Don't worry about:

Herzberg's Two-Factor Theory

Theory X and Theory Y