

Unit 02: Personality, Emotions & Motivation

1.

Lana is friendly, always willing to help others and compassionate. We would expect Lana to score highly on:

extraversion

agreeableness

neuroticism

openness to
experience

2.

Rohan is self-disciplined, focused on achievement and keen to do his duty. He would be expected to score highly on:

neuroticism

agreeableness

extraversion

conscientiousness

3.

Bernice is usually very talkative in class. Her teacher says she is the class clown.

Openness

Conscientiousness

Extraversion

agreeableness

4.

People who score high in ____ tend to be sympathetic, trusting, cooperative, and modest.

neuroticism

extraversion

conscientiousness

agreeableness

5.

MBTI stands for

Myers-Briggs Type
Indicator

Myers-Briggs Typology
Indicator

Myers-Briggs Type
Inventory

Myers-Briggs
Temperament Indicator

6.

According to Freud, the mind's three components are:

ego, id, superego

unconscious, moral,
immoral

oral, anal, phallic

primary, secondary,
tertiary

7.

Ego states referred in Transactional Analysis Theory does not include:

Child	Parent	Adult	Sibling
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8.	Transactional Analysis (TA) is related to		
Learning	Attitude	Perception	Personality

9.	In the Johari Window, the information about yourself that you don't know but others do is your		
Unknown Self	Blind Self	Open Self	Hidden Self

10.	In the Johari Window, the things that we know about ourselves and keep to ourselves represent our		
Unknown Self	Blind Self	Open Self	Hidden Self

11.	Remembering with great clarity the last thing someone says is an example of the _____.		
Primacy Effect	Recency Effect	Horn Effect	Halo Effect

12.	According to the self-serving bias, you are most likely to attribute your grade of 95% on a test to _____.		
The fact that you are smart	The teacher's easy marking scheme	Luck	The simplicity of the test

13.	Which barrier to accurate perception is involved when you treat small amounts of information as if they are highly representative of the total stimulus?		
Overgeneralizing	stereotyping	oversimplifying	ignoring information

14.

You are able to categorize people into one of two groups of polar opposites, one positive and the other negative, by generating _____ about them.

personal constructs

first impressions

stereotypes

lasting impressions

15.

Placing a heavy emphasis on the first pieces of information we receive about others is called the _____.

impression effect

emphasis effect

primacy effect

recency effect

16.

Ricky is assess as having high emotional intelligence. This means he has:

skills and abilities that
help him understand
people from another
cultural heritage

skills and abilities that
help him process,
understand, and
regulate his emotions
and those of others

skills that help them
problem solve

skills and abilities that
help them to acquire
language

17.

Emotions are:

objective responses to
experiences in our
environment

subjective responses
to experiences in our
environment

physiological changes
to experiences in our
environment

behavioral changes to
experiences in our
environment

18.

What is emotion?

to have experience of
feeling or emotion on
something

Intense, discrete and
short-lived feeling
experiences that are
often caused by
specific event.

Feelings that tend to
be longer-lived and
less intense and lack a
contextual stimulus.

A facial, vocal, or
gestural behavior that
serves as an indicator
of affect.

19.

Through _____, an individual hides inner feeling by modifying facial expressions.

Surface acting

Deep acting

Dissonance

Displayed emotions

20. _____ is one's ability to detect and manage emotional cues and information.

Emotional labour

Emotional dissonance

Emotional intelligence

Cognitive Dissonance

21. Having emotional intelligence is learning how to manage anxiety, happiness, and fear.

True

False

22. Emotions are non subjective experiences, or experienced from an non-individual point of view.

True

False

23. Jane is concerned that her company is selling products of very poor quality. However, when meeting with customers, Jane feels obligated to be positive and express confidence about the quality of the product. Jane is likely experiencing_____

Displayed emotions

Felt emotions

Deep acting

Emotional Dissonance

24. Ramanujan A manager in retail store facing problem to motivate his employees. He is failed to understand the employees' expectations from organization and work morale of Ramanujan is low. What should the owner do to improve the situation?

Talk to the Ramanujan and ask him why this is happening.

Fire the Ramanujan and hire another manager.

Send Ramanujan for emotional intelligence training.

Transfer Ramanujan to another store.

25.

According to the affective events theory (AET), emotions are critically important to how employees handle workplace situations.

True

False

26.

An understanding of emotions and moods can improve our ability to explain and predict deviant workplace behaviors.

True

False

27.

Affective events theory demonstrates that employees react emotionally to things that happen to them at work and that this reaction influences their job performance and satisfaction.

True

False

28.

The “frustration-aggression” hypothesis” claims that anger leads to frustration.

True

False

29.

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

Cognitive dissonance
theory

Affective events theory

The theory of planned
behavior

30.

Tests of Affective Event theory have not shown which of the following to be true?

Both current and past emotions influence job satisfaction at any given time.	Positive emotions have a strong positive influence on job performance	An emotional episode contains elements of both emotions and mood cycles	None of the above
<p>31.</p> <p>Who has given the hierarchy of needs hierarchy theory of motivation?</p>			
Abraham Maslow	David McClelland	Victor Vroom	Frederick Herzberg
<p>32.</p> <p>Which among the following is the highest-level need under Need Hierarchy Theory of Motivation?</p>			
Safety and Security Needs	Social Needs	Self-esteem Needs	Self-Actualization Needs
<p>33.</p> <p>What does "E", "R" and "G" stand for in the ERG theory?</p>			
Export, Risk and Guarantee	Exponential, Reliability and Growth	Existence, Relatedness and Growth	Experience, Relatedness and Growth
<p>34.</p> <p>Which of the following would be classified by Herzberg as a hygiene factor?</p>			
Personal growth	Company Policy	Responsibility	Achievement
<p>35.</p> <p>Who proposed that achievement, affiliation and power are three important needs that help explain motivation in workplace situations?</p>			
McGregor	McClelland	Alderfer	Maslow
<p>36.</p> <p>Company policy, administration, supervision, interpersonal relations, working conditions, and salary are characterized as:</p>			
Hygiene Factors	Growth Factors	Achievement Factors	Esteem Factors

37.

Maslow and Herzberg are two examples of _____ theories of motivation.

Equity

Expectancy

Process

Content

38.

The theory that an employee will compare his or her job inputs and outcomes relative to others is called:

Equity Theory

Expectancy Theory

Employee theory

Maslow Theory

39.

Which of the following statements is true about the Goal Theory of motivation?

A person's level of commitment to a goal will not regulate the level of effort expended.

People with difficult goals will perform better than people with easier goals.

People with easier goals will perform better than people with difficult goals.

Research has shown that there is little support for the Goal Theory and its effects on motivation with regard to the relationship between goal-setting and performance.

40.

According to McClelland's Needs Theory, which of the following is not a motivating need?

Need for Power

Need for Security

Need for Achievement

Need for Affiliation

41.

Which of these needs is greatest for those individuals who have a strong desire to excel?

need for achievement

need for power

need for affiliation

need for self-actualization

42.

Being liked by others is the main goal of people with which of these needs?

need for achievement

need for power

need for affiliation

need for self-
actualization

43.

Which goal is most clear:

do a good job

do your best

do better than you did
last week

bake 7 cakes

44.

In expectancy theory, ____ is a perception about the extent of which effort will result in a certain level of performance.

Effort

Expectancy

Valence

Instrumentality

45.

In goal-setting theory it is important for people to do all of these EXCEPT:

set the goals.

accept the goals.

be committed to the
goals.

receive feedback
about their
performance.