Chapter 2: Personality and Attitudes in Organizational Behavior

Understanding personality and attitudes is essential in predicting individual behavior within organizations. These characteristics influence motivation, decision-making, interpersonal relationships, and overall job performance.

1. Personality

Personality refers to the unique and stable pattern of behaviors, thoughts, and emotions shown by individuals.

- Determinants of Personality:
  - Heredity: Genetic factors
  - Environment: Culture, family, social influences
  - Situation: Specific contexts can influence behavior

- The Big Five Personality Traits:
  1. Openness to Experience - Creativity, curiosity, and openness to new ideas
  2. Conscientiousness - Organization, dependability, discipline
  3. Extraversion - Sociability, assertiveness, talkativeness
  4. Agreeableness - Cooperation, trust, kindness
  5. Neuroticism (Emotional Stability) - Calmness vs. anxiety, emotional control

- Other Personality Traits in OB:
  - Locus of Control (internal vs. external)

- Machiavellianism

  - Self-esteem

  - Risk-taking

2. Attitudes

Attitudes are evaluative statements about objects, people, or events.

- Components of Attitudes:

  - Cognitive: Beliefs or opinions

  - Affective: Emotional feelings

  - Behavioral: Intention to act

- Job-Related Attitudes:

  - Job Satisfaction: Positive feelings about the job

  - Organizational Commitment: Loyalty to the organization

  - Job Involvement: Degree of identification with the job

3. Attitude-Behavior Relationship

- Attitudes can influence behavior, especially when:

  - The attitude is strong

  - The individual has control

  - There is a direct experience with the object

4. Measuring Personality and Attitudes

- Personality assessments: MBTI, Big Five Inventory

- Surveys and questionnaires for attitudes and satisfaction

5. Managing Personality and Attitudes in Organizations

- Hiring and placement based on personality-job fit

- Developing positive attitudes through recognition and support

- Encouraging openness and emotional intelligence

- Addressing dissatisfaction to reduce turnover and absenteeism

Multiple-Choice Questions:

1. The Big Five personality trait that reflects dependability is:

   a) Openness

   b) Extraversion

   c) Conscientiousness

   d) Agreeableness

2. A person who believes they control their own fate has a(n):

   a) External locus of control

   b) High neuroticism

   c) Internal locus of control

   d) Low self-esteem

3. Job satisfaction is an example of:

a) A behavior

b) A personality trait

c) An attitude

d) An emotion

4. The affective component of attitude refers to:

a) Beliefs

b) Emotions

c) Intentions

d) Actions

5. MBTI is used to measure:

a) Emotional intelligence

b) Organizational commitment

c) Personality

d) Job satisfaction