

# Assessment

## ***Achieving Job Satisfaction***

***First Edition***

The objectives of this book are:

- To define job satisfaction and discuss attitude traps
- To explain how to rate job satisfaction and compare results with norms
- To provide techniques for improving job satisfaction



## **Assessment Questions for *Achieving Job Satisfaction, First Edition***

*Select the best response.*

1. Job satisfaction is:
  - A. High salary
  - B. Generous benefits
  - C. Trips and vacations
  - D. A good feeling for the work you have done
2. Most job satisfaction comes from:
  - A. What management can do for us
  - B. Our own efforts
3. Doing a job well and enjoying the work environment are two main sources of job satisfaction.
  - A. True
  - B. False
4. You will most likely achieve career success through:
  - A. Plotting and planning
  - B. Job satisfaction
  - C. Either of the above
5. If you are encountering problems with your boss:
  - A. Refuse to be victimized
  - B. Give your boss a few breaks
  - C. Do your job well regardless
  - D. Protect your positive attitude
  - E. All of the above

6. To better express creativity in your present job, you should:
  - A. Seek opportunities to introduce new ideas and techniques
  - B. Seek out ways to empower yourself
  - C. Both of the above
7. Some things that may prevent you from feeling job satisfaction include:
  - A. Close relationships with coworkers
  - B. Physical isolation
  - C. Negative coworkers
  - D. B and C
  - E. A and C
8. To most workers, physical environment is more important than psychological environment.
  - A. True
  - B. False
9. It is acceptable to make it known that you would like to move into a more challenging position.
  - A. True
  - B. False
10. Supervisory norms suggest that managers gain more recognition than do other employees.
  - A. True
  - B. False
11. A reason why supervisors record greater job satisfaction than employees do may be that they:
  - A. Have better jobs
  - B. Feel more involved in the management process
  - C. Are more consistently upbeat

12. There is always a gap between what we're capable of doing and what we do.
- A. True
  - B. False
13. A chance to learn and to be creative depends mainly on:
- A. The type of job you have
  - B. Your supervisor's willingness to give you the chance
  - C. Actions you take to express yourself
14. To improve the recognition you receive, a good first step is to:
- A. Be more verbal about your contributions
  - B. Find a different job
15. Social needs can be fulfilled at work when:
- A. Your home life doesn't have room for it.
  - B. You like to work on hobbies at home.
  - C. Either of the above
16. Personal growth can be achieved by:
- A. Studying on your own
  - B. Taking adult education or training classes
  - C. Asking questions at work
  - D. Any of the above
17. Organizational casual days are more desirable when:
- A. Employees have repetitive task-oriented work.
  - B. Professionalism, as in a hospital, is important.
  - C. Employees must serve the public.
18. Neglecting your job to satisfy your lifestyle demands is probably:
- A. Good for your self-image
  - B. A mistake
  - C. Very expensive

19. More than 50% of voluntary resignations come from:
  - A. Having a dull job
  - B. Not being able to fulfill job demands
  - C. Supervisory-employee conflicts
  - D. Money matters
20. If your home life is in trouble, you'll probably have problems at work.
  - A. True
  - B. False
21. After corporate layoffs, the workers retained usually feel:
  - A. Depressed
  - B. Grateful
  - C. Satisfied
22. Which of the following approaches gives you a better chance for staying motivated?
  - A. Improving in all areas of the Job Satisfaction Profile at the same time
  - B. Increasing your low scores on the Job Satisfaction Profile
23. Employees who take pride in their work usually take pride in their appearance.
  - A. True
  - B. False
24. Socializing on the job:
  - A. Should balance with quality production
  - B. Is a major source of job dissatisfaction
  - C. Increases under the traditional pyramid form of authority
25. The five-day plan for greater job satisfaction:
  - A. Works on all sources for five consecutive days
  - B. Focuses one day at a time on each of your lowest scores
  - C. Works only on the lowest score for five days

## **Answer Key for *Achieving Job Satisfaction, First Edition***

### ***Recommended response (Corresponding workbook page)***

1. D (3)	6. C (13)	11. B (29)	16. D (42)	21. A (59)
2. B (4)	7. D (59)	12. A (8, 34)	17. A (44)	22. B (45)
3. A (5)	8. B (43)	13. C (37)	18. B (53)	23. A (69)
4. B (7)	9. A (57)	14. A (39)	19. C (54)	24. A (71)
5. E (54)	10. A (29)	15. C (41)	20. A (56)	25. B (79)