**Chapter 14: Job Satisfaction, Alienation, and Work-Related Stress**

Identify the choice that best answers the question. Answers are provided at the end of the file.

1. The subjective reactions of individual workers to the particular set of rewards provided by their job is the definition of which of the following concepts?
   
   a. Work values.
   b. Work orientations.
   c. Job satisfaction.
   d. Alienation.

2. Older workers typically report higher job satisfaction. This may be because, over time, they begin to take more interest in family life and community activities, and get more involved in non-work organizations. Which of the following terms would be the best label for this argument?
   
   a. Cohort effect.
   b. Aging effect.
   c. Life-cycle effect.
   d. Self-selection effect.

3. Which of the following generalizations best describes the relationship between educational attainment and job satisfaction?
   
   a. Recent studies show somewhat higher satisfaction among more educated workers.
   b. Highly educated men are more satisfied with their job, but the same pattern is not seen among women.
   c. Studies in the 1970s and 1980s showed more educated workers to be less satisfied.
   d. Graduates of technical schools report more job satisfaction than do university graduates.

4. Which of the following job characteristics would be called an “intrinsic” work reward?
   
   a. Friendly workmates.
   b. The opportunity to join a union.
   c. Job security.
   d. The opportunity to make decisions about one’s job.

5. Which of the following job characteristics would be labelled a “hygiene factor” by Frederick Herzberg?
   
   a. Well-trained and friendly supervisors.
   b. Opportunities to make decisions about one’s job.
   c. Employment diversity policies.
   d. Government health and safety legislation.
6. Which of the following conclusions about factors influencing job satisfaction can be drawn from research on age, gender, and education differences in job satisfaction?

a. In general, work orientations have the strongest effect on job satisfaction.
b. Job characteristics generally have the strongest effect on job satisfaction.
c. Job characteristics affect job satisfaction for men, while work orientations affect job satisfaction for women.
d. Work orientations affect job satisfaction for young workers, while job characteristics affect job satisfaction for older workers.

7. Recent research has shown which of the following negative features to be most common in Canadian jobs?

a. Low-skill work.
b. Non-challenging work.
c. Work with little autonomy.
d. Repetitious work.

8. Karl Marx provided a structural analysis of alienation. Which of the following statements best explains how social–psychological perspectives on alienation are different from Marx’s perspective?

a. They focus primarily on the effects of workers being separated from the product and activity of their work.
b. They typically place the blame for high levels of alienation on bureaucracy and technology.
c. They are much more relevant to postindustrial societies.
d. They place much more emphasis on cultural differences in the extent to which workers feel alienated.

9. What does Richard Sennett mean by the “corrosion of character”?

a. Due to frequent change and the emphasis on flexibility in today’s workplaces, individual identities are lost or fail to develop.
b. Managers in global corporations have lost their ability to understand what their workers are experiencing.
c. The conflict between unions and management leads to negative behaviours from both.
d. Bureaucracy creates bureaucratic personalities who cannot handle change.

10. Which of the following jobs do workers typically find most stressful?

a. Managerial jobs.
b. Farming jobs.
c. Long-distance trucking.
d. Assembly-line jobs.
Chapter 14 Test Yourself Web Quiz Answers:
1. c, see p. 432 2. c, see p. 435 3. a, see p. 437 4. d, see p. 438 5. a, see p. 438 6. b, see pp. 438–439 7. c, see p. 443 8. b, see pp. 445–446 9. a, see p. 448 10. d, see p. 452