

MGT 386 - Exam 1 Study Guide

Ch. 1 - Intro / What is OB?

- Integrative model of organizational behavior
- Resource-based view of organizations
- Ways of Knowing
- Scientific method
- Levels of analysis
- Correlation (r) & Causal Inference

Ch. 2 - Job Performance

- Task performance
- Citizenship behavior
- Counterproductive behavior
- Job Analysis
- Performance Management

Ch. 3 - Organizational Commitment

- Organizational commitment
 - Affective commitment
 - Continuance commitment
 - Normative commitment
- Withdrawal behavior
 - Psychological
 - Physical
- Four primary responses to negative events at work
 - Exit
 - Voice
 - Loyalty
 - Neglect
- Embeddedness
- Competing Models of Withdrawal
- Perceived organizational support

Ch 4 - Job Satisfaction

- Value-Percept Theory
- Job characteristics theory
 - Core Job Characteristics
- Critical Psychological States
- Job Design
- Moods and Emotions
 - Emotional labor
- Job Descriptive Index

Ch 5 – Stress

- Transactional Theory of Stress
 - challenge stressors
 - hindrance stressors
 - work vs. nonwork
- Coping
 - Problem vs. Emotion focused
 - Behavioral vs. Cognitive methods
- Types of strain
 - Physiological
 - Psychological
 - Behavioral
- Stress Management
 - Individual Vulnerability
 - Reduce Possible Stressors
 - Poor Environmental Support
 - Organizational efforts to reduce stress