

### 3.7: Chapter Review Questions

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1. Describe how the basic perceptual process works. Why should managers understand this process?
  2. How can variations in social perception affect everyday work behavior? Provide an example to illustrate.
  3. What can managers do to reduce the incidences of stereotyping in the workplace?
  4. How does the attributional process work? Provide an example to show why this process is so important in understanding organizational behavior.
  5. How do attributional biases work? What can managers do to reduce such biases?
  6. What are the differences between job involvement, organizational commitment, and job satisfaction? Are all three influenced by the same factors?
  7. What are the major reasons for job satisfaction? What are the primary consequences of dissatisfaction?
  8. Explain.
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