**Chapter 8**

Review Questions

1. Describe the "big five" personality traits and how they contribute to employee performance.
2. What are the three components of attitudes? Be sure to describe each.
3. Compare and contrast the hierarchy of human needs with the two-factor theory of motivation.
4. How can participative management programs enhance employee satisfaction and motivation?

Summary Questions

1. Describe the psychological contract you currently have or have had in the past with an employer. If you have never worked, describe it with a parent or teacher.
2. Do you think most people are relatively satisfied or dissatisfied with their work? What factors do you think most contribute to satisfaction or dissatisfaction?
3. Some evidence suggests that recent college graduates show high levels of job satisfaction. Levels then drop dramatically as they reach their late twenties, only to increase gradually once they get older. What might account for this pattern?