

Lecture 12, Feb 1, 2023

Attitudes

- A fairly stable evaluative tendency to respond consistently to some object, situation, person, or category of people
- Attitudes are influenced by values, beliefs, and behaviour
 - Values and beliefs create attitudes, which then influence behaviour
 - e.g. “job interfering with family” (belief) + “value in family” (value) combine to create the attitude of disliking the job, which influences the behaviour of searching for another job
- Attitudes are built through events and influence behaviour
 - e.g. a negative experience in a course creates a negative attitude to the course, causing showing up to class miserable and not paying attention

Job Satisfaction

- Job satisfaction facets are a collection of attitudes that workers have about their jobs; this can include:
 - The work itself
 - Compensation
 - Career growth opportunities
 - Supervisor, coworkers
 - Policies
 - Working conditions
- Overall job satisfaction is an average of the attitudes towards these facets
- Job satisfaction has 4 determinants:
 - Discrepancies
 - * What do we think we deserve vs. what we get
 - * Comparing your own inputs to your own outputs
 - Mood & emotions
 - * An affect is a broad label for feelings that includes emotions and moods
 - Emotions are intense and short-term
 - Moods are less intense but longer lived
 - * When there is a negative mood going around in the workplace, it influences everyone – the mood can propagate
 - e.g. a loud confrontation between a manager and employee affects all other employees that see it; the confrontation itself is an emotion, but after it’s over, a mood of tension sets in
 - Fairness
 - * Distributive fairness: Comparing your input/output and others’ input/outputs
 - Equivalent inputs should result in the same outcomes
 - Equity theory
 - * Procedural fairness: Fairness in the processes used
 - * Interactional fairness: Fairness when people feel that they have received respectful and informative communication about an outcome
 - We feel we need to advocate for ourselves when we see we’re treated differently
 - Are people treated with politeness, dignity, and respect?
 - Dispositions
 - * Some people are predisposed by virtue of their personalities to be more or less satisfied despite changes in discrepancy or fairness
 - * e.g. extraversion, conscientiousness, self-esteem, etc are positively correlated with satisfaction; neuroticism is negatively correlated