

ГЛОССАРИЙ

N п/п	Новые понятия	Содержание
1	2	3
1.	Perception	A process by which individuals organize and interpret their sensory impressions in order to give meaning to their environment.
2.	Attribution Theory	When individuals observe behaviour, they attempt to determine whether it is internally or externally caused.
3.	Fundamental Attribution Error	The tendency to underestimate the influence of external factors and overestimate the influence of internal factors when making judgements about the behaviour of others.
4.	Self-serving Bias	The tendency for individuals to attribute their own success to internal factors while putting the blame for failures on external factors.
5.	Selective Perception	People selectively interpret what they see based on their interests, background, experience, and attitudes.
6.	Halo Effect	Drawing a general impression about an individual based on a single characteristic.
7.	Contrast Effects	Evaluations, of a person's characteristics that are affected by comparisons with other people recently encountered who rank higher or lower on the same characteristics.

8.	Projection	Attributing one's own characteristics to other people.
9.	Stereotyping	Judging someone on the basis of one's perception of the group to which that person belongs.
10.	Optimizing Model	A decision-making model that describes how individuals should behave in order to maximize some outcome.
11.	Satisficing Model	A decision-making model where a decision maker chooses the first solution that is "good enough", that is, satisfactory and sufficient.
12.	Bounded Rationality	Individuals make decisions by constructing simplified models that extract the essential features from problems without capturing all their complexity.
13.	Implicit Favorite Model	A decision-making model where the decision maker implicitly selects a preferred alternative early in the decision process and biases the evaluation of all other choices.
14.	Intuitive Decision Making	An unconscious process created out of distilled experience.
15.	Values	Basic convictions that a specific mode of conduct or end-state of existence is personally or socially preferable to an opposite or converse mode of conduct or end-state of existence.
16.	Value System	A ranking of individual values according to their relative importance.
17.	Terminal Values	Desirable end-states of existence; the goals that a person would like to achieve during his or her life.
18.	Instrumental Values	Preferable modes of behaviour or means of achieving one's terminal values.

1	2	3
19.	Attitudes	Evaluative statements or judgments concerning objects, people, or events.
20.	Cognitive Components	The opinion or belief segment of an attitude.
21.	Affective Component	The emotional or feeling segment of an attitude.
22.	Behavioral Component	An intention to behave in a certain way toward someone or something.
23.	Job Involvement	The degree to which a person identifies with his or her job, actively participates in it, and considers his or her performance important to self-worth.
24.	Organizational Commitment	An individual's orientation toward the organization in terms of loyalty, identification, and involvement.
25.	Cognitive Dissonance	Any incompatibility between two or more attitudes or between behavior and attitudes.
26.	Self-Perception Theory	Attitudes are used, after the fact, to make sense out of an action that has already occurred.
27.	Attitude Surveys	Eliciting responses from employees through questionnaires about how they feel about their jobs, work groups, supervisors, and/or the organizations.
28.	Exit	Dissatisfaction expressed through behavior directed toward leaving the organization.

29.	Voice	Dissatisfaction expressed through active and constructive attempts to improve conditions.
30.	Loyalty	Dissatisfaction expressed by passively waiting for conditions to improve.
31.	Neglect	Dissatisfaction expressed through allowing conditions to worsen.