

Chapter 10
The Elements
of Time

CHAPTER 10. APPROXIMATELY EQUAL SERVICE QUALITY

KEY TERMS

1. Mindset bias

- The tendency to believe that one would have behaved better knowing the outcome
- "I never mistreated passengers"

2. Critical thinking

- Examines assumptions, draws logical inferences, evaluates evidence, and creates conclusions
- Smart thinking
- Thinking that does not mindlessly accept suggestions and conclusions

3. Theory

- explains through an integration of principles that suggest and predict behavior or events

4. Hypothesis

- a specific prediction, often implied by a theory

5. Operational definition

- a statement of the procedures used to define research variables
- clarity may be operationally defined as telling an intelligent non

6. Replication

- repeating the research study (due to why operational definitions are important) usually using different participants in different situations to see whether the basic finding remains in other participants and circumstances

7. Case study

- use of the entire research methods when psychologists study one individual to gain insight in the hope of revealing things true of all of us

8. Survey

- commonly used to study descriptive and correlation studies
- looks at many cases to know things
- a technique to discover self-reported attitudes or behaviors of people
- usually used through questioning a representative, random sample of people

9. Self-reports bias

- the tendency to overestimate the extent to which others share our beliefs and behaviors
- 87% overestimate that there are more vegetarians than there really are

10. Population

- all the cases in a group, from which samples may be drawn for a study

11. Random sample

- every person has an equal chance of participating
- a sample that fairly represents a population because each member has an equal chance of selection

12. Naturalistic observations

- a descriptive research method that involves watching and recording the behavior of organisms in their natural environment without trying to manipulate and control the situation
- often use explicit behavior, how often to go to the gym and study and survey methods