

Exam Questions Organizational-Behavior Vce & Accurate Organizational-Behavior Answers

What Is Organizational Behavior

_____ are individuals who get things done through other people.

- A. Leaders
- B. Psychologist
- C. Organizations
- D. Managers

Which French industrialist said that a manager's functions consist of planning, organizing, commanding, coordinating, and controlling?

- A. Henri Fayol
- B. Henry Mintzberg
- C. Fred Luthans
- D. Herb Kelleher

Through the _____ function, managers monitor the performance of the organization and significant deviations.

- A. Organizing
- B. Planning
- C. Leading
- D. Controlling

_____ is a field of study that investigates the impact that individuals, groups, and structure have on behavior within organizations.

- A. Psychology
- B. Organizational behavior
- C. Sociology
- D. Leadership

_____ is a science that seeks to measure, explain, and sometimes change the behaviour of humans and other animals.

- A. Anthropology
- B. Social psychology
- C. Sociology
- D. Psychology

Productivity implies a concern for _____ and _____.

- A. Efficiency, effectiveness
- B. Customer service, quality control
- C. Customer service, efficiency
- D. Effectiveness, quality control

The four management functions include all of the following EXCEPT.

- A. Controlling
- B. Planning
- C. Staffing

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WGU Organizational Behavior (GTO1, C715) Sample Questions (Q29-Q34):

NEW QUESTION # 29

What is a characteristic employed by transactional leaders?

- A. Promises rewards for good performance
- B. Promotes intelligence and rationality
- C. Instills pride and gains trust
- D. Provides vision and sense of mission

Answer: A

Explanation:

Organizational Behavior distinguishes between transformational and transactional leaders. Transactional leaders guide or motivate their followers in the direction of established goals by clarifying role and task requirements. They function primarily through a series of "transactions" or exchanges where the leader provides something the followers want in return for their performance.

One of the primary characteristics of transactional leadership is contingent reward, which involves promising rewards for good performance and recognizing accomplishments. Other characteristics include management by exception (active or passive), where the leader intervenes only when standards are not met. Options A, B, and C describe transformational leaders, who inspire followers to transcend their own self-interests for the good of the organization and are capable of having a profound and extraordinary effect on followers. While transformational leadership is often celebrated for driving innovation and change, transactional leadership remains essential for maintaining the day-to-day stability and efficiency of an organization by ensuring that employees are rewarded for meeting specific, tangible targets.

NEW QUESTION # 30

A manager treats an employee with a free lunch to encourage the employee to continue to do well. Which kind of reward is provided?

- A. Compensatory reward
- B. Intrinsic reward
- C. Personality reward
- D. Extrinsic reward

Answer: D

Explanation:

Motivation in the workplace is often driven by a system of rewards, which are generally categorized into intrinsic and extrinsic types. Intrinsic rewards are internal to the individual and come from the work itself; examples include a sense of accomplishment, personal growth, or the satisfaction of completing a difficult task. These are self-granted rewards.

Extrinsic rewards, conversely, are tangible rewards given by another person (usually a manager or the organization) to an employee for performing a specific task or behavior. These include salary increases, bonuses, promotions, benefits, and even smaller tokens like a free lunch. In this scenario, the free lunch is a physical, external incentive provided by the manager to reinforce the employee's positive performance. While intrinsic rewards are essential for long-term engagement and "meaningful" work, extrinsic rewards like a free meal are effective for immediate reinforcement and recognizing specific achievements. According to reinforcement theory, providing such a reward immediately following a desired behavior (doing well at work) increases the probability that the behavior will be repeated. Because the lunch is an external, tangible benefit provided by the manager rather than an internal feeling of satisfaction derived from the task itself, it is classified as an extrinsic reward.

NEW QUESTION # 31

What is an advantage of a strong organizational culture?

- A. The internal climate exhibits low behavioral control.
- B. There is ambiguity in what employees perceive as expectations.
- C. Core values are not intensely held and widely shared.
- D. There is a formation of strong employee commitment.

Answer: D

Explanation:

A strong organizational culture is one in which the core values are both intensely held and widely shared by the members. One of the primary advantages of such a culture is the formation of strong employee commitment. When employees believe in and identify with

the organization's values, they are more likely to be dedicated to its goals and more willing to put in extra effort to see the organization succeed.

A strong culture also serves to reduce turnover because it creates a high level of agreement among members about what the organization stands for. This unanimity of purpose builds cohesiveness and loyalty.

Furthermore, a strong culture acts as a substitute for formalization; it tells employees how they are expected to behave without the need for thick manuals or rigid rules. While it can have liabilities (as noted in Q32), the immediate organizational benefit is a motivated, committed workforce that shares a common sense of direction.

NEW QUESTION # 32

Three employees meet face-to-face to identify a problem and resolve it through open discussion. Which type of conflict resolution technique is this?

- A. Problem solving
- B. Smoothing
- C. Compromising
- D. Devil's advocate

Answer: A

Explanation:

Image of Conflict Management Grid

Conflict is an inherent part of group dynamics, and how it is managed determines whether the outcome is functional or dysfunctional. The scenario describes a Problem Solving approach (also known as collaborating or confronting). In this technique, the parties involved meet face-to-face with the explicit intent of identifying the underlying problem and resolving it through open, honest discussion. Unlike other methods that might avoid the issue or seek a quick "middle ground," problem solving seeks a "win-win" solution where the concerns of all parties are fully addressed.

Other techniques mentioned in the options serve different purposes: Smoothing (or accommodating) involves playing down differences to maintain surface-level harmony; Compromising requires each party to give up something of value; and the Devil's Advocate role is a technique used to stimulate functional conflict by intentionally challenging the majority view. Because the employees are actively engaging in open discussion to find a root-cause resolution, it is classified as problem solving.

NEW QUESTION # 33

A is ambitious and cheerful at work. Which type of values are these?

- A. Instrumental values
- B. Terminal values
- C. Determinate values
- D. Intermediate values

Answer: A

Explanation:

Values represent basic convictions that a specific mode of conduct or end-state of existence is personally or socially preferable to an opposite mode. In Organizational Behavior, Milton Rokeach created the Rokeach Value Survey (RVS), which classifies values into two distinct sets: Terminal values and Instrumental values.

Terminal values refer to desirable end-states of existence. These are the goals a person would like to achieve during their lifetime, such as world peace, prosperity, or a sense of accomplishment. Instrumental values, on the other hand, refer to preferable modes of behavior or means of achieving the terminal values. Being

"ambitious" and "cheerful" are behavioral traits or methods that an individual employs to reach their ultimate goals. For instance, being ambitious (an instrumental value) is the "means" an employee uses to achieve the

"end" of financial success or career status (a terminal value). Similarly, being cheerful is a mode of conduct that might help an individual achieve the terminal goal of social recognition or happiness. Therefore, because these descriptions focus on the how of behavior rather than the what of ultimate life goals, they are strictly categorized as instrumental values. Understanding these values is crucial for managers because they influence motivation and how employees perceive organizational rewards and culture.

NEW QUESTION # 34

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