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WGU - C715 Organizational Behavior Objective Assessment Exam
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1. Esther Lugo has gone for an interview at an advertising firm in Manhattan and has been asked to complete a self-report survey to help interviewers understand if she is the right candidate for the job. From the interview, they have found that she is extroverted, empathic, scrupulous, and cooperative innature, which are key characteristics needed for the job. These characteristics about Lugo indicate her _____.

- A) talent
- B) skill
- C) knowledge
- D) genealogy
- E) personality: E

2. Which of the following does the heredity approach state?

- A) An individual's personality is determined by the social background one is brought up in.

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WGU Organizational Behavior (GTO1, C715) Sample Questions (Q31-Q36):

NEW QUESTION # 31

Although team performance has been fairly good, members feel that more could be done to improve their effectiveness. They feel that some team members could be more collaborative. Which type of reward system could be used effectively in this situation?

- A. A system that emphasizes individual rewards for aggressive competitiveness
- B. A system that emphasizes group rewards for maximizing productivity
- C. A system that emphasizes group rewards based on aggressive competitiveness
- **D. A system that emphasizes rewards for individual contributions as well as for selfless contributions**

Answer: D

Explanation:

Designing an effective reward system for teams requires a delicate balance between individual and collective incentives. If the reward system focuses solely on individual achievement, it can foster internal competition and discourage the very collaboration the team is lacking. Conversely, if it focuses only on the group, "social loafing" may occur where some members coast on the efforts of others. To improve effectiveness and collaboration, the organization should implement a system that emphasizes rewards for individual contributions as well as for selfless contributions. This means that while members are recognized for their technical proficiency, they are also evaluated and rewarded for being "good team players"—sharing information, helping colleagues, and resolving conflicts. Rewarding "selfless contributions" directly addresses the concern that members need to be more collaborative. This dual-focus approach ensures that individuals are motivated to perform their specific tasks at a high level while simultaneously being incentivized to support the team's overall synergy.

NEW QUESTION # 32

A team was assigned a project. Halfway through the project, however, it became obvious that the team was failing to meet expectations. Management had made sure that individuals assigned to the team had strong technical expertise as well as problem-solving and decision-making skills. However, other abilities for effective teamwork were overlooked. Which ability necessary for team members was overlooked?

- A. Intellectual coherence
- B. Propensity for social loafing
- **C. Interpersonal skills**
- D. Authoritarian personality

Answer: C

Explanation:

To perform effectively, a team requires three different types of skills. First, it needs people with technical expertise to perform the task at hand. Second, it needs people with problem-solving and decision-making skills to be able to identify problems, generate alternatives, and make competent choices. Finally, and perhaps most importantly for group cohesion, a team needs people with strong interpersonal skills. Interpersonal skills include effective listening, feedback, and conflict resolution.

In the scenario provided, the team had the "hard" skills (technical and analytical) but lacked the "soft" skills required to navigate the social complexities of working as a unit. Without interpersonal skills, a team may have the smartest individuals but still fail because they cannot communicate effectively or resolve the inevitable friction that arises during a long-term project. While "propensity for social loafing" is a behavior to avoid, and "authoritarian personality" is often a hindrance, the foundational "ability" cited in organizational behavior literature as a prerequisite for team success alongside technical and problem-solving skills is interpersonal

competence.

NEW QUESTION # 33

Which option defines organizational culture?

- A. A human resources department program for recognizing diversity
- B. A method of stratifying the organization's target market
- C. A system of unique physical parameters that describes the organization
- **D. A unique system of shared organizational meaning**

Answer: D

Explanation:

Organizational culture is defined as a unique system of shared meaning held by members that distinguishes the organization from other organizations. This system of shared meaning is a set of key characteristics that the organization values. It represents the "common perception" held by the organization's members; even though individuals may have different backgrounds or occupy different levels in the hierarchy, they tend to describe the organization's culture in similar terms.

Culture is the social glue that helps hold the organization together by providing appropriate standards for what employees should say and do. It acts as a boundary-defining element, creates a sense of identity for employees, facilitates commitment to something larger than individual self-interest, and enhances the stability of the social system. While physical parameters (Option A) or HR programs (Option B) may reflect or support the culture, the culture itself is the underlying shared cognitive framework—the "way we do things around here"—that guides employee behavior and shapes their organizational experience.

NEW QUESTION # 34

A company switched from assembly lines to self-managed work teams. What can team members do to improve the synergy and success of their teams?

- A. Change work group roles at random
- B. Assign individual roles rather than mutual team roles
- **C. Exercise collective control over the pace of work**
- D. Share information but not engage in collective performance goals

Answer: C

Explanation:

A self-managed work team is characterized by its high level of autonomy and collective responsibility. To improve synergy and success, these teams must move beyond simply sharing information (which is characteristic of a work group) and engage in collective actions. One of the primary hallmarks of a successful self-managed team is the ability to exercise collective control over the pace of work.

In a traditional assembly line, the pace is dictated by the machinery or a supervisor. In a self-managed team, members decide how to schedule work, assign tasks, and monitor their own progress. This collective control fosters a sense of ownership and accountability. Options A and B describe traditional "work group" behaviors rather than team behaviors; teams require mutual accountability rather than just individual roles. By controlling their own pace and methods, team members can synchronize their efforts more effectively, leading to the positive synergy where the team's output is greater than the sum of individual inputs.

NEW QUESTION # 35

Which team type takes on many responsibilities of their former supervisors?

- A. Cross-functional team
- B. Problem-solving team
- **C. Self-managed work team**
- D. Virtual team

Answer: C

Explanation:

A self-managed work team is a group of employees (typically 10 to 15) who perform highly related or interdependent jobs and take on many of the responsibilities of their former supervisors. In a traditional work structure, a supervisor would handle tasks such as

planning and scheduling work, assigning tasks to members, making operating decisions, and taking action on problems. In a self-managed environment, the team collectively takes over these managerial duties.

These teams may even select their own members and evaluate each other's performance. The goal of organizing into self-managed teams is to increase employee involvement and empowerment, theoretically leading to higher job satisfaction and productivity through synergy and collective control. Unlike "problem-solving teams," which only make recommendations, self-managed teams have the authority to implement solutions and take full responsibility for outcomes. While this can be highly effective, the success of self-managed teams depends heavily on the organizational culture and the level of training provided to employees.

If members are not prepared for the interpersonal demands of self-management—such as resolving internal conflicts or managing the pace of work—the team can struggle. However, when properly implemented, self-managed teams represent the highest level of team autonomy in organizational design.

NEW QUESTION # 36

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