

WGU Organizational-Behavior Dump, Valid Organizational-Behavior Test Cram

WGU C715 Organizational Behavior Objective Assessment

personality - ANS characteristics that describe an individual's behavior.

personality traits - ANS characteristics that describe an individual's behavior in a large number of situations

Myers-Briggs Type Indicator (MBTI) - ANS A personality test that taps four characteristics and classifies Behavior

Big Five Model - ANS A personality assessment model that taps five basic dimensions. extraversion, agreeableness, openness, conscientiousness, and neuroticism.

extraversion - ANS A personality describing someone who is sociable and assertive (confident and forceful)

agreeableness - ANS A personality that describes someone who is good natured, cooperative, and trusting.

conscientiousness - ANS A personality that describes someone who is responsible, dependable, persistent, and organized.

emotional stability - ANS A personality that characterizes someone as calm, self-confident, and insecure.

openness to experience - ANS A personality that characterizes someone in terms of imagination, sensitivity, and curiosity.

core self-evaluation - ANS Bottom-line conclusions individuals have about their capabilities, competence, and worth as a person.

Machiavellianism - ANS The degree to which an individual is pragmatic, maintains emotional distance, and believes that ends can justify means.

narcissism - ANS The tendency to be arrogant, self-importance, require excessive admiration, and have a sense of entitlement.

self-monitoring - ANS where an individual has ability to adjust his or her behavior to external, situational factors.

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WGU Organizational Behavior (GTO1, C715) Sample Questions (Q19-Q24):

NEW QUESTION # 19

What is a purpose of employee evaluations?

- A. To serve as a screening device for hiring new employees
- B. To educate employees on the personalities of supervisors and help them adjust to management styles
- C. To measure the psychological symptoms of organizational dysfunctionality
- **D. To assist management in making human resource decisions**

Answer: D

Explanation:

Performance evaluations serve several vital functions within an organization's management system. The primary purpose is to assist management in making human resource decisions. These decisions include identifying who should receive promotions, who is eligible for salary increases, and who might need to be transferred or even terminated.

Beyond administrative decisions, evaluations provide essential feedback to employees about how the organization views their performance. This feedback acts as a basis for personal development and career planning. Furthermore, evaluations help identify training and development needs by pinpointing specific skill deficiencies that an employee may have. They also provide a criterion against which the organization can validate its selection and development programs; for instance, if employees who scored high on a hiring test perform poorly on their evaluations, the hiring process may need to be adjusted. Therefore, rather than being a psychological diagnostic tool (Option B) or a pre-hiring screen (Option C), the performance evaluation is a retrospective and developmental tool used to manage the existing workforce effectively.

NEW QUESTION # 20

What is the impact of high group cohesiveness and well-defined performance norms on the productivity of a team?

- A. The productivity of the team will remain as is
- B. The productivity of the team will remain low
- C. The productivity of the team will improve slightly
- **D. The productivity of the team will improve significantly**

Answer: D

Explanation:

The interaction between cohesiveness and performance norms is a critical concept in Organizational Behavior. As shown in the research regarding group dynamics, the productivity of the team will improve significantly when both cohesiveness and performance norms are high. Cohesiveness provides the social

"glue" that keeps the team together, while performance norms provide the "direction" by establishing clear expectations for effort, output, and quality.

When these two factors coincide, the group becomes a powerful force; members motivate one another to meet the high standards they have collectively accepted. This is the "ideal" state for any work team. If cohesiveness is high but performance norms are low, the group is unified but unproductive. If cohesiveness is low but norms are high, productivity improves only slightly because members lack the social bond to sustain high-level collaboration. Therefore, the combination of a strong bond and high standards yields the most significant productivity gains.

NEW QUESTION # 21

What are two of the three forces that play a particularly important role in sustaining an organization's culture?

- A. Actions of top management and employee education level
- B. Personal background of key employees and selection process
- C. Personal background of key employees and socialization process
- **D. Actions of top management and socialization process**

Answer: D

Explanation:

Once a culture is in place, certain practices within the organization act to maintain it by exposing employees to a set of similar experiences. Three forces play a particularly important role in sustaining a culture: selection practices, the actions of top management, and the socialization process.

The actions of top management are crucial because through what they say and how they behave, senior executives establish norms that filter down through the organization. For example, their reactions to crises or how they reward performance send clear signals about what is truly valued. The socialization process is the method by which the organization helps new employees adapt to its culture.

Even if an organization hires the

"right" people during selection, they must still be taught the specific values and customs of the firm.

Socialization ensures that the culture is transmitted consistently from one generation of employees to the next, maintaining the organization's unique identity over time.

NEW QUESTION # 22

What is an aspect of cross-functional teams that makes them difficult to manage?

- A. Cross-functionality fluctuates too frequently.
- B. Cross-functional leaders prevent team members from making their own decisions.
- C. Team leaders cannot ensure that team members are located in the same work unit.
- **D. It takes time to build trust and teamwork among people with different experiences and perspectives.**

Answer: D

Explanation:

Cross-functional teams are composed of employees from about the same hierarchical level but from different work areas—such as marketing, finance, and production—who come together to accomplish a task. While these teams are highly effective for coordinating complex projects and solving problems that require diverse perspectives, they are notoriously difficult to manage in the early stages.

The primary challenge is that it takes time to build trust and teamwork among people with different backgrounds, experiences, and perspectives. Each member comes from a different functional "culture" with its own jargon, priorities, and ways of looking at a problem. For example, a member from the engineering department might prioritize technical perfection, while a member from the marketing department might prioritize speed to market. These differing perspectives can lead to conflict and misunderstandings during the initial stages of group development. Furthermore, because members have primary loyalties to their home departments, creating a sense of "team identity" takes significant effort from the leader. Leaders of cross-functional teams must spend considerable time facilitating communication, resolving interpersonal conflicts, and aligning the various functional goals into a single project vision. Until a baseline of mutual trust is established, the team may struggle with "silo" thinking, where members protect their own department's interests rather than working toward the team's collective goal. Only after the team moves through the "storming" phase of development and builds trust can it begin to leverage its diverse skills for high performance.

NEW QUESTION # 23

Management is considering a change in one plant and plans to organize employees into teams. Management wants the teams to review processes, apply critical thinking, and take full responsibility for outcomes. Which type of team should they organize?

- A. Problem-solving teams
- B. Virtual teams
- **C. Self-managed teams**
- D. Production teams

Answer: C

Explanation:

The distinguishing factor between different types of teams is the level of authority and the scope of their responsibility. Problem-solving teams typically only make recommendations; they do not have the authority to implement their suggestions or take full responsibility for the results. Virtual teams are defined by their use of technology to bridge physical distance rather than their level of autonomy.

In this scenario, because management wants the team to "take full responsibility for outcomes," they must organize self-managed teams. These teams are designed to operate without direct supervision, handling the planning, execution, and monitoring of their work. They go beyond critical thinking and process review—which a problem-solving team might do—by actually making the operating decisions and being held accountable for the final performance. This structure requires a high degree of trust from

management and extensive training for employees, as the team essentially performs the roles previously held by first-line supervisors.

NEW QUESTION # 24

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