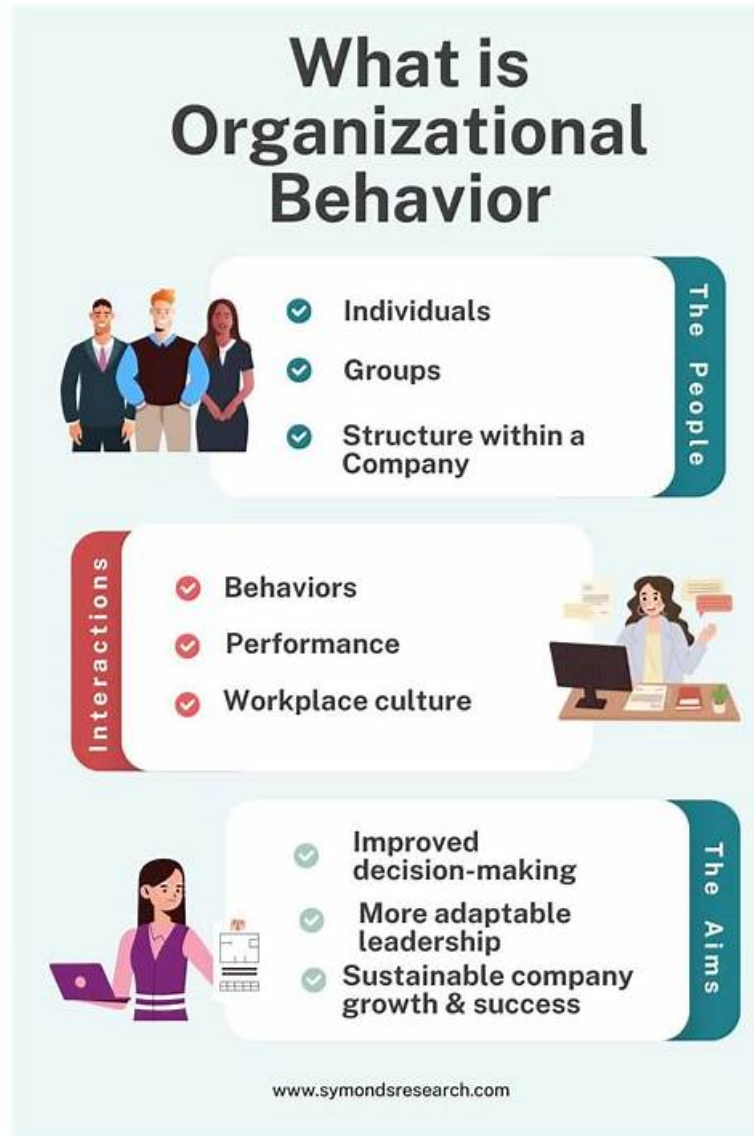


Organizational-Behavior Musterprüfungsfragen - Organizational-Behavior Zertifizierung & Organizational- Behavior Testfragen



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>> Organizational-Behavior Testfragen <<

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WGU Organizational Behavior (GTO1, C715) Organizational-Behavior Prüfungsfragen mit Lösungen (Q15-Q20):

15. Frage

Which method should be used to maximize team member participation in a global meeting?

- A. Unilateral electronic messaging to facilitate communication
- B. A Delphi-like sequence of notes via carrier mail to encourage dialog between members
- **C. Online using computer technologies and/or phone communication**
- D. Alpha-direct technologies to maintain communication links

Antwort: C

Begründung:

In the context of global operations, teams are often physically dispersed across different time zones and geographic locations. To maximize participation, organizations rely on virtual team technologies. Using online computer technologies and/or phone communication (such as video conferencing, instant messaging, and collaborative platforms) allows for real-time or near-real-time interaction that bridges the physical distance.

These technologies enable members to share ideas, provide immediate feedback, and engage in the "give-and-take" necessary for effective decision-making.

While unilateral messaging (Option C) or physical mail (Option D) might transmit information, they lack the interactive richness required to sustain high levels of participation and engagement. Effective global leadership involves selecting the communication channel that best balances the need for speed with the need for social presence. By utilizing synchronous online tools, global teams can simulate the "face-to-face" experience, which helps in building the rapport and trust that are often difficult to establish in a virtual environment. This approach ensures that all members, regardless of their location, have an equal platform to contribute to the team's objectives.

16. Frage

Which option defines organizational culture?

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

Antwort: B

Begründung:

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.

17. Frage

What is a personal view of how one is supposed to act in a given group situation?

- A. Role expectation
- B. Role conflict
- C. Role identity
- **D. Role perception**

Antwort: D

Begründung:

In the context of group dynamics, "roles" refer to a set of expected behavior patterns attributed to someone occupying a given position in a social unit. Within this framework, Role Perception is defined as an individual's own view of how he or she is supposed to act in a given situation. We get these perceptions from various stimuli around us: friends, books, movies, or observing how successful colleagues behave.

It is important to distinguish Role Perception from Role Expectations, which are how others believe a person should act in a given situation. For example, a manager might have a role expectation that a supervisor should be stern, but the supervisor's own role perception might be that they should be a supportive mentor. When role perception and role expectation do not align, it can lead to confusion or poor performance. Role Identity refers to the certain attitudes and behaviors consistent with a role, while Role Conflict occurs when an individual finds that compliance with one role requirement may make it difficult to comply with another. Because the question specifically asks for the personal view of behavior, "Role Perception" is the correct technical term.

18. Frage

What is social loafing?

- A. A process by which individuals attempt to control the impression others form of them
- B. An expectation that others will not act opportunistically when working collectively
- C. The tendency for individuals to work harder when working collectively than when working individually
- **D. The tendency for individuals to expend less effort when working collectively than when working individually**

Antwort: D

Begründung:

Social loafing is a phenomenon in group dynamics defined as the tendency for individuals to expend less effort when working collectively than when working individually. This concept challenges the common assumption that the "spirit of the group" always increases individual motivation. It was famously illustrated by the Ringelmann effect, where research showed that individuals pulled less hard on a rope when they were part of a group than when they were alone.

Social loafing typically occurs because of a dispersion of responsibility; when individuals believe their contribution cannot be measured separately from the group's total output, they may feel less "accountable" and decrease their effort. It can also stem from a "sucker effect," where individuals reduce their effort because they perceive others in the group are not doing their fair share. To counter social loafing, managers are encouraged to use individual performance evaluations, provide group rewards based on individual contributions, and keep group sizes small enough that individual efforts are visible.

Would you like me to proceed with the next batch of questions (Questions 16-20)?

19. Frage

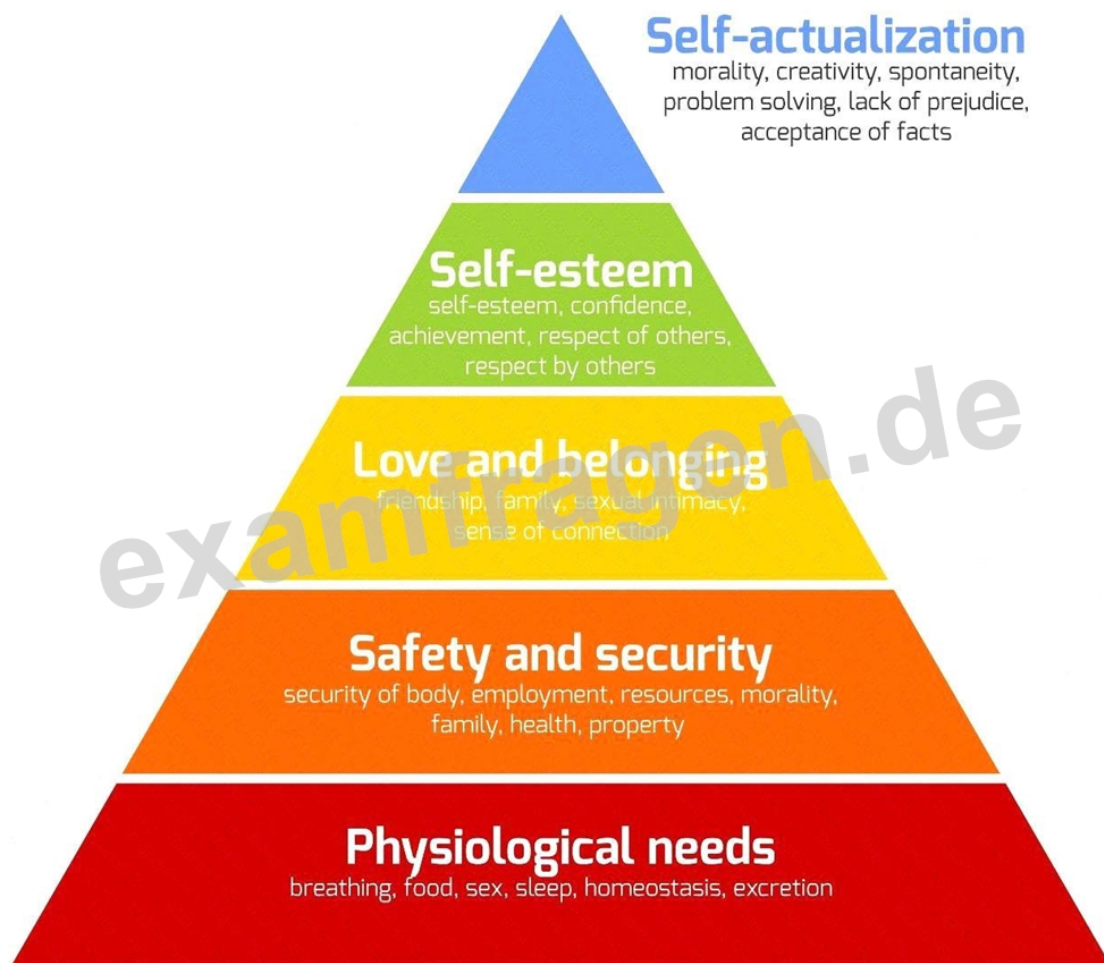
After physiological desires such as hunger, thirst, and shelter are met, the next level of desires becomes the basis for motivation. This is an example of which theory?

- **A. Maslow's hierarchy of needs**
- B. Bigelow's three factor theory
- C. Two factor theory
- D. X and Y hierarchy

Antwort: A

Begründung:

Abraham Maslow's Hierarchy of Needs is perhaps the best-known theory of motivation. Maslow hypothesized that within every human being, there exists a hierarchy of five needs: Physiological (hunger, thirst, shelter), Safety (security and protection), Social (affection, belongingness), Esteem (self-respect, autonomy), and Self-actualization (achieving one's potential).



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The core premise of this theory is the "progression principle," which states that as each of these needs becomes substantially satisfied, the next need in the hierarchy becomes dominant as a motivator. The question highlights that once physiological desires (the lowest level) are met, the individual moves to the next level. In Maslow's original model, the level immediately following physiological needs is Safety and Security. This level involves seeking a predictable environment free from physical and emotional harm. In an organizational context, this translates to job security, health benefits, and a safe working environment. According to Maslow, once an employee feels physically safe and secure, they will no longer be motivated by these factors and will instead seek to satisfy "social" or "belonging" needs. While contemporary research suggests that people don't always follow this rigid linear progression, Maslow's model remains a foundational tool for managers to understand that an employee's needs change as their circumstances improve.

20. Frage

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