

信頼的なOrganizational-Behavior | 有効的なOrganizational-Behavior難易度受験料試験 | 試験の準備方法WGU Organizational Behavior (GTO1, C715)基礎問題集



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>> Organizational-Behavior難易度受験料 <<

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WGU Organizational Behavior (GTO1, C715) 認定 Organizational-Behavior 試験問題 (Q35-Q40):

質問 # 35

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. Actions of top management and socialization process**
- C. Personal background of key employees and socialization process
- D. Personal background of key employees and selection process

正解: B

解説:

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.

質問 # 36

An employee is motivated by economic success, well-being, world peace, and autonomy and self-reliance in the workplace. Which of the employee's motives is an instrumental value?

- **A. Autonomy and self-reliance**
- B. Economic
- C. World peace
- D. Prosperity

正解: A

解説:

In Organizational Behavior, values are often classified using the Rokeach Value Survey, which distinguishes between Terminal Values and Instrumental Values. Terminal values represent the ultimate goals or "end-states" an individual hopes to achieve, such as prosperity (economic success), well-being, and world peace.

These are the destinations toward which a person works. In contrast, instrumental values are the "modes of conduct" or the means by which one achieves those terminal goals.

In this specific scenario, "autonomy and self-reliance" are categorized as instrumental values because they describe the behavioral methods an employee uses to navigate the workplace and eventually reach their terminal goals, such as economic success or personal well-being. For example, an employee might use autonomy (an instrumental value) as a tool to gain the efficiency required to achieve prosperity (a terminal value). Understanding this distinction is vital for managers because while terminal values tell us what the employee wants to achieve, instrumental values tell us how they prefer to behave in order to get there.

Autonomy and self-reliance are practical approaches to work life rather than the final life-goals themselves, thus fitting the definition of instrumental values perfectly.

質問 # 37

What defines acceptable standards of behavior that are shared by group members?

- A. Group status
- B. Group roles

- C. Group conformity
- D. Group norms

正解: D

解説:

All groups have established Norms, which are defined as acceptable standards of behavior shared by the group's members that tell them what they ought and ought not to do under certain circumstances. Norms are powerful because they act as a means of influencing the behavior of group members with a minimum of external controls. Common organizational norms include performance norms (how hard to work), appearance norms (dress codes), and social arrangement norms (whom to eat lunch with).

Norms are distinct from Group Roles, which are specific behaviors expected of a person in a specific position.

While roles might differ from member to member (e.g., a leader vs. a scribe), norms are generally shared by the entire collective. Group Status refers to a socially defined position or rank given to groups or group members by others, and Conformity is the act of adjusting one's behavior to align with the norms of the group.

Therefore, the "standards of behavior" themselves are the norms. When an individual violates these shared standards, they often face social pressure or sanctions from the group, which reinforces the importance of norms in maintaining group stability and predictability.

質問 # 38

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

正解: D

解説:

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 C 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.

質問 # 39

Which conflict-resolution techniques might a manager use to control the level of conflict that has become dysfunctional?

- A. Satisfying goals and smoothing
- B. Confrontation and smoothing
- C. Smoothing and confrontation
- D. Compromise and superordinate goals

正解: D

解説:

Conflict within an organization can be functional (supporting goals) or dysfunctional (hindering performance). When conflict becomes dysfunctional, managers must use conflict-resolution techniques to bring it back to a manageable or productive level. Two such techniques are Compromise and Superordinate goals.

Compromise involves each party giving up something of value to reach a solution where no one is a clear winner or loser. It is often used when goals are important but not worth the potential disruption of more assertive methods. Superordinate goals involve creating a shared goal that cannot be attained without the cooperation of each of the conflicting parties. By focusing on a higher-level objective, the competing groups or individuals are forced to set aside their differences to achieve a common success. Other techniques include problem-solving (face-to-face meetings), smoothing (playing down differences), and avoidance. Choosing the

right technique depends on the nature of the conflict and the desired long-term relationship between the parties. In many organizational settings, shifting the focus to superordinate goals is particularly effective because it aligns individual interests with organizational outcomes.

質問 # 40

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Organizational-Behavior基礎問題集: <https://www.mogixam.com/Organizational-Behavior-exam.html>

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