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WGU C715 - Organizational Behavior Test with Solved Questions 2023-2024.

Employees A and B work together on the same project team. When the team faces a complex problem, the team leader usually asks B to generate alternative solutions for the team to consider. Experience has shown that B is more likely to take initiative, to set ambitious goals, and to feel that the team can effectively influence its environment. Employee A tends to do well on jobs that are routine, is plagued with self-doubt, and feels that the team is largely powerless over its environment.

Which statement is correct?

- Employee A exhibits positive core self-evaluation, and employee B exhibits negative core self-evaluation.
- Employee A exhibits negative core self-evaluation, and employee B exhibits positive core self-evaluation.
- Employee A exhibits negative core self-evaluation, and employee B exhibits negative core self-evaluation.
- Employee A exhibits positive core self-evaluation and employee B exhibits positive core self-evaluation. - **Exact Answer:** Employee A

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The trick to the success is simply to be organized, efficient, and to stay positive about it. If you are remain an optimistic mind all the time when you are preparing for the Organizational-Behavior exam, we deeply believe that it will be very easy for you to successfully pass the exam, and get the related certification in the near future. Of course, we also know that how to keep an optimistic mind is a question that is very difficult for a lot of people to answer. Because the Organizational-Behavior Exam is so difficult for a lot of

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WGU Organizational Behavior (GTO1, C715) Sample Questions (Q15-Q20):

NEW QUESTION # 15

Which characteristic describes an advantage of a virtual team as compared with other types of teams?

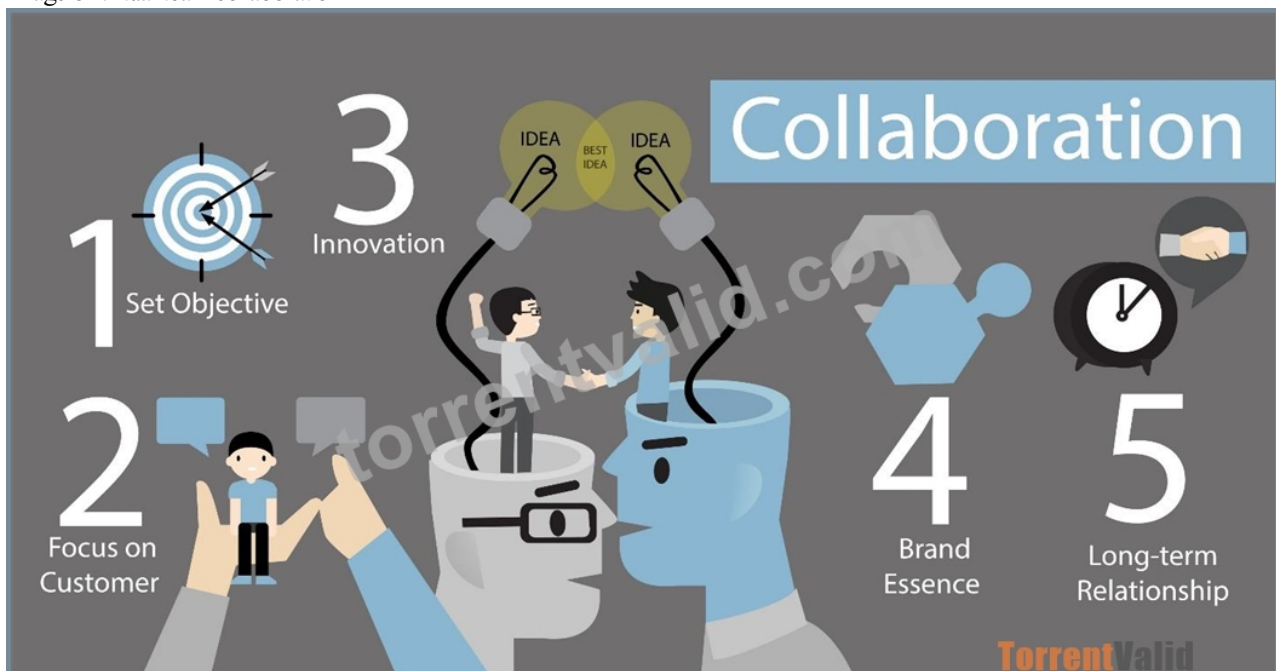
- A. Virtual team members generally report greater satisfaction with the group interaction process.
- B. Verbal and nonverbal communication cues are easier to understand within a virtual team.
- C. The greater opportunity for interaction helps increase rapport.
- **D. People can work together who might otherwise not be able to collaborate on a work task.**

Answer: D

Explanation:

Virtual teams use computer technology to unite physically dispersed members in order to achieve a common goal. The defining advantage of virtual teams is their ability to overcome the constraints of time and space, allowing people to work together who might otherwise not be able to collaborate on a work task. This is particularly beneficial for global organizations that need to pull together the best experts regardless of where they are located in the world.

Image of virtual team collaboration



However, virtual teams face unique challenges compared to face-to-face teams. Because they rely on electronic communication, they often suffer from a lack of nonverbal cues (like body language and tone of voice), which makes communication less rich and more prone to misunderstanding. Consequently, virtual teams often report lower levels of satisfaction with the interaction process and may take longer to build trust and rapport (refuting options B and D). To be effective, managers of virtual teams must ensure that the team has the right technology, that progress is closely monitored, and that efforts are made to create "social presence" through occasional video calls or face-to-face meetings to build the trust that forms more naturally in traditional office settings. Despite these hurdles, the strategic benefit of accessing diverse talent from across the globe makes the virtual team an essential tool in the modern organizational landscape.

NEW QUESTION # 16

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

Answer: B

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 # 17

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 # 18

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

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

Answer: A

Explanation:

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.

NEW QUESTION # 19

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. Personality reward
- C. Intrinsic 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 # 20

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