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WGU Organizational Behavior (GTO1, C715) Sample Questions (Q20-Q25):

NEW QUESTION # 20
What is a purpose of employee evaluations?

- A. To educate employees on the personalities of supervisors and help them adjust to management styles
- B. To serve as a screening device for hiring new employees
- 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 # 21
Management has noticed that the accounting work group is having difficulty because group members seem to be working in different directions. Which suggested action can the company take to increase group cohesiveness?

- A. Give group rewards rather than individual rewards
- B. Establish more rigid role definition for group members
- C. Give individual rewards rather than group rewards
- D. Have the group avoid competition with other groups

Answer: A

Explanation:
Group cohesiveness refers to the degree to which members are attracted to one another and are motivated to remain part of the group. When members are "working in different directions," it indicates a lack of alignment and shared purpose. One of the most effective structural methods to foster unity is to give group rewards rather than individual rewards. When rewards are tied to the collective output of the team, members are incentivized to collaborate, share information, and support one another to ensure the entire group succeeds.
Individual rewards often foster internal competition, which can further fragment a group that is already struggling with alignment.
In addition to group-based rewards, other strategies to increase cohesiveness include making the group smaller, increasing the time members spend together, and stimulating competition with other groups (rather than avoiding it). By shifting the focus from individual achievement to collective success, the organization encourages members to coordinate their efforts, thereby increasing the "we-feeling" necessary for high- performing teams.

NEW QUESTION # 22
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 unique system of shared organizational meaning
- D. A system of unique physical parameters that describes the organization

Answer: C

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 # 23
What is a personal view of how one is supposed to act in a given group situation?

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

Answer: D

Explanation:

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.

NEW QUESTION # 24
What is a characteristic employed by transactional leaders?

- A. Promotes intelligence and rationality
- B. Instills pride and gains trust
- C. Provides vision and sense of mission
- D. Promises rewards for good performance

Answer: D

Explanation:

Organizational Behavior distinguishes between transformational and transactional leaders. Transactional leaders guide or motivate their followers in the direction of established goals by clarifying role and task requirements. They function primarily through a series of "transactions" or exchanges where the leader provides something the followers want in return for their performance.

One of the primary characteristics of transactional leadership is contingent reward, which involves promising rewards for good performance and recognizing accomplishments. Other characteristics include management by exception (active or passive), where the leader intervenes only when standards are not met. Options A, B, and C describe transformational leaders, who inspire followers to transcend their own self-interests for the good of the organization and are capable of having a profound and extraordinary effect on followers. While transformational leadership is often celebrated for driving innovation and change, transactional leadership remains essential for maintaining the day-to-day stability and efficiency of an organization by ensuring that employees are rewarded for meeting specific, tangible targets.

NEW QUESTION # 25
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