

完整的最新Organizational-Behavior考古題和資格考試中的領導者和最佳的Organizational-Behavior: WGU Organizational Behavior (GTO1, C715)

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WGU C715 ORGANIZATIONAL BEHAVIOR EXAM 2025 WITH ACCURATE SOLUTIONS

1. Which of the following describes selective perception?
 - Judging someone on the basis of one's perception of the group to which that someone belongs
 - An evaluation of a person's characteristics that is affected by comparisons with other people recently encountered who rank higher or lower on the same characteristics
 - The tendency to draw a general impression about an individual on the basis of a single characteristic
 - The tendency to interpret what one sees on the basis of one's interests, background, experience, and attitudes
2. Describe how taking action on problems as both individual members and as a team can benefit team dynamics.
 - It fosters collaboration and accountability, leading to improved problem-solving and team cohesion.
 - It limits the team's ability to address issues effectively.
 - It creates confusion about roles and responsibilities within the team.
 - It encourages competition among team members rather than collaboration.
3. How does having a proactive personality influence an individual's perception in a leadership role?
 - Proactive individuals are viewed as passive and unassertive in leadership roles.
 - Proactive individuals are typically seen as followers rather than

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問題 #34

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

答案: D

解題說明:

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).

Image of Maslow's hierarchy of needs

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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.

問題 #35

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

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

答案: C

解題說明:

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.

問題 #36

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

答案: A

解題說明:

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.

問題 #37

Which statement is true about groupshift?

- A. It is a side-stepping technique.
- B. It is not a real-world phenomenon.
- C. It cannot be toward greater risk.
- D. It can be toward caution or toward risk.

答案: D

解題說明:

Groupshift is a phenomenon related to groupthink, specifically describing the way group members tend to exaggerate their initial positions when discussing a given set of alternatives. In a group setting, the collective decision often shows a shift toward a more extreme version of the position held by members before the discussion began. While many people assume groups always lead to more conservative decisions, groupshift demonstrates that the shift can move in either direction: toward greater caution or toward greater risk.

The shift toward risk is more common in many organizational settings. This occurs for several reasons: first, the shared responsibility of a group diffuses the accountability for any single individual, making them feel bolder. Second, members who are more willing to take risks may be perceived as more confident and thus exert more influence over the group's final decision. Conversely, if the initial atmosphere of the group is conservative, the discussion tends to reinforce that caution, leading to a "shift" toward even more extreme avoidance of risk. Understanding groupshift is vital for managers because it highlights that group decisions are not necessarily "average" or "moderate" versions of individual opinions; rather, the social dynamics within a group can drive the collective toward extremes that no single member might have chosen independently.

Recognizing this allows leaders to implement checks and balances, such as appointing a devil's advocate, to ensure that the group does not drift into a dangerous or overly timid position due to the social reinforcement of the shift phenomenon.

問題 #38

Which option defines organizational culture?

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

答案: B

解題說明:

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.

問題 #39

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