

Organizational-Behavior软件版 - Organizational-Behavior題庫更新



在近幾年，IT世界的競爭越來越激烈，IT認證已經成為該行業的必需品，如果你想在你的職業生涯有一個很好的提升，通過Fast2test WGU的Organizational-Behavior考試培訓資料這種方式來獲得微軟認證的證書是非常可行的，現在許多IT專業人士更願意增加WGU的Organizational-Behavior考試認證對他們的憑證，我們的培訓資料涵蓋了通過WGU的Organizational-Behavior考試認證的100%。

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>> Organizational-Behavior软件版 <<

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問題 #14

Management has noticed that the quality improvement work group is struggling because members seem to be working in different directions. Which suggested action can the company take to increase group cohesiveness?

- A. Increase the difficulty of becoming a group member
- B. Make the group larger
- C. Establish more rigid roles for group members
- **D. Physically isolate the group**

答案：D

解題說明：

Group Cohesiveness is the degree to which members are attracted to each other and motivated to stay in the group. When a group is "working in different directions," it lacks the unity and shared purpose characteristic of cohesive teams. To increase cohesiveness, Organizational Behavior literature suggests several specific strategies.

One effective method is to Physically isolate the group. By providing the group with its own workspace or isolating them from other

units, the members are forced to interact more frequently with one another rather than with outsiders. This increased interaction often leads to a stronger shared identity and a "we-feeling" that helps align their efforts. Other common ways to increase cohesiveness include making the group smaller (not larger, which refutes option C), increasing the time members spend together, and increasing the status of the group or the difficulty of gaining admission. While option A (increasing difficulty of membership) is a valid way to increase cohesiveness, the provided source materials and the context of members "working in different directions" prioritize physical isolation as a primary structural intervention to foster unity. Creating more rigid roles (Option D) might help with clarity but does not necessarily increase the emotional and social attraction (cohesion) between members.

問題 #15

A project team was formed to complete a specific project. At the end of the first 6 months, the team was unable to deliver the results. The main cause was several team members spending significant time mistakenly working on the same tasks. Which role of a team lead is most useful in the given case?

- A. Controller
- **B. Coordinator**
- C. Motivator
- D. Planner

答案： B

解題說明：

In group dynamics, the failure described—redundant efforts and a lack of task synchronization—points to a failure in coordination. The Coordinator role is responsible for clarifying goals, delegating tasks, and ensuring that the efforts of individual team members are integrated rather than duplicated. Without effective coordination, even highly motivated and skilled teams can fail because their energy is dissipated through "working in different directions".

While a "Planner" (Option B) sets the initial schedule and a "Controller" (Option C) monitors outcomes, the Coordinator acts as the glue during the execution phase. The Coordinator ensures that every member knows their specific contribution and how it fits into the whole. In this case, because the members were "mistakenly working on the same tasks," a Coordinator would have intervened to clarify boundaries and manage the interdependencies of the work. Effective coordination is the primary antidote to the "process losses" that occur when team members overlap in their efforts.

問題 #16

Three employees meet face-to-face to identify a problem and resolve it through open discussion. Which type of conflict resolution technique is this?

- **A. Problem solving**
- B. Smoothing
- C. Devil's advocate
- D. Compromising

答案： A

解題說明：

Image of Conflict Management Grid

Conflict is an inherent part of group dynamics, and how it is managed determines whether the outcome is functional or dysfunctional. The scenario describes a Problem Solving approach (also known as collaborating or confronting). In this technique, the parties involved meet face-to-face with the explicit intent of identifying the underlying problem and resolving it through open, honest discussion. Unlike other methods that might avoid the issue or seek a quick "middle ground," problem solving seeks a "win-win" solution where the concerns of all parties are fully addressed.

Other techniques mentioned in the options serve different purposes: Smoothing (or accommodating) involves playing down differences to maintain surface-level harmony; Compromising requires each party to give up something of value; and the Devil's Advocate role is a technique used to stimulate functional conflict by intentionally challenging the majority view. Because the employees are actively engaging in open discussion to find a root-cause resolution, it is classified as problem solving.

問題 #17

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

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

答案： B

解題說明：

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.

問題 #18

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. Intrinsic reward
- **B. Extrinsic reward**
- C. Compensatory reward
- D. Personality reward

答案： B

解題說明：

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.

問題 #19

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