

Organizational-Behavior Latest Test Cram, Organizational-Behavior Mock Test

📄 Organisational Behaviour – Mock Test with Answer Key (40 Questions)

Format: Multiple Choice | Answer key below each question

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1. Organisational Behaviour is the study of:
 - a) Machines in organizations
 - b) Human behaviour in organizations
 - c) Policies in business
 - d) Accounting procedures

✅ Answer: b) Human behaviour in organizations
 2. Which of the following is not a component of OB?
 - a) Individual
 - b) Group
 - c) Government
 - d) Organization

✅ Answer: c) Government
 3. The Hawthorne studies were conducted at:
 - a) Toyota Motors
 - b) Western Electric Company
 - c) IBM
 - d) General Motors

✅ Answer: b) Western Electric Company
 4. Maslow's hierarchy of needs includes all except:
 - a) Safety needs
 - b) Ego needs
 - c) Political needs
 - d) Self-actualization

✅ Answer: c) Political needs
 5. Which model of OB is based on power and authority?
 - a) Custodial
 - b) Supportive
 - c) Autocratic
 - d) Collegial

✅ Answer: c) Autocratic

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WGU Organizational Behavior (GTO1, C715) Sample Questions (Q40-Q45):

NEW QUESTION # 40

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 socialization process
- B. Personal background of key employees and selection process
- C. Personal background of key employees and socialization process
- D. Actions of top management and employee education level

Answer: A

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 # 41

What is an advantage of a strong organizational culture?

- A. There is ambiguity in what employees perceive as expectations.
- B. Core values are not intensely held and widely shared.
- C. The internal climate exhibits low behavioral control.
- D. There is a formation of strong employee commitment.

Answer: D

Explanation:

A strong organizational culture is one in which the core values are both intensely held and widely shared by the members. One of the primary advantages of such a culture is the formation of strong employee commitment. When employees believe in and identify with the organization's values, they are more likely to be dedicated to its goals and more willing to put in extra effort to see the organization succeed.

A strong culture also serves to reduce turnover because it creates a high level of agreement among members about what the organization stands for. This unanimity of purpose builds cohesiveness and loyalty.

Furthermore, a strong culture acts as a substitute for formalization; it tells employees how they are expected to behave without the need for thick manuals or rigid rules. While it can have liabilities (as noted in Q32), the immediate organizational benefit is a motivated, committed workforce that shares a common sense of direction.

NEW QUESTION # 42

When is organizational culture a liability?

- A. When core values are shared by different departments within the organization.
- B. When the culture includes shared values on organizational goals.
- C. When a strong organizational culture limits diversity within the organization.
- D. When the organizational culture reduces ambiguity for employees.

Answer: C

Explanation:

While a strong culture can be a significant asset by improving employee commitment and reducing ambiguity, it can also become a liability under certain conditions. One of the most critical liabilities occurs when a strong organizational culture limits diversity within the organization. Because a strong culture pressures employees to conform to accepted values and behaviors, it can create a "mismatch" for people who bring different perspectives or backgrounds.

Strong cultures often act as a barrier to change because they lead to institutionalization, where behaviors are followed blindly without question. This can be particularly damaging during mergers or acquisitions, where two conflicting strong cultures may fail to integrate. Furthermore, when the shared values do not align with the organization's effectiveness in a changing environment, the culture becomes a "barrier to diversity" and a

"barrier to change". Management must therefore balance the benefits of a cohesive culture with the need for diverse viewpoints that prevent "groupthink" and allow the organization to remain adaptable.

NEW QUESTION # 43

What is the impact of high group cohesiveness and well-defined performance norms on the productivity of a team?

- A. The productivity of the team will improve significantly
- B. The productivity of the team will remain low
- C. The productivity of the team will remain as is
- D. The productivity of the team will improve slightly

Answer: A

Explanation:

The interaction between cohesiveness and performance norms is a critical concept in Organizational Behavior. As shown in the research regarding group dynamics, the productivity of the team will improve significantly when both cohesiveness and performance norms are high. Cohesiveness provides the social

"glue" that keeps the team together, while performance norms provide the "direction" by establishing clear expectations for effort, output, and quality.

When these two factors coincide, the group becomes a powerful force; members motivate one another to meet the high standards they have collectively accepted. This is the "ideal" state for any work team. If cohesiveness is high but performance norms are low, the group is unified but unproductive. If cohesiveness is low but norms are high, productivity improves only slightly because members lack the social bond to sustain high-level collaboration. Therefore, the combination of a strong bond and high standards yields the most significant productivity gains.

NEW QUESTION # 44

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

- A. Group norms
- B. Group status
- C. Group roles
- D. Group conformity

Answer: A

NEW QUESTION # 45

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