IBC1 Organizational Behavior and Leadership Version 1

Section: Management Studies • **Total Questions:** 10 • **Format:** Verified Q&A

1. 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) Establish more rigid roles for group members
(B) Decrease the difficulty of becoming a group member
(C) Physically isolate the group
(D) Make the group larger

2. 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 rewards for individual contributions as well as for selfless contributions
(B) A system that emphasizes individual rewards for aggressive competitiveness
(C) A system that emphasizes group rewards based on aggressive competitiveness
(D) A system that emphasizes group rewards for maximizing productivity

3. A person is ambitious and cheerful at work. Which type of values are these?

(A) Instrumental values
(B) Intermediate values
(C) Terminal values
(D) Determinate values

4. Management is considering a reorganization in one plant and plans to organize employees into teams. Management wants the teams to review processes, apply critical thinking, and take full responsibility for outcomes. Which type of team should they organize?

(A) Virtual teams
(B) Problem-solving teams
(C) Self-managed teams
(D) Production teams

5. What is social loafing?

(A) The tendency for individuals to expend less effort when working collectively than when working individually

(B) The expectation that others will not act opportunistically when working collectively

(C) The tendency for individuals to work harder when working collectively than when working individually

(D) A process by which individuals attempt to control the impression others form of them

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6. 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) Devil's advocate

(B) Compromising

(C) Problem solving

(D) Smoothing

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7. What is a characteristic employed by transactional leaders?

(A) Promotes intelligence and rationality

(B) Instills pride and gains trust

(C) Promises rewards for good performance

(D) Provides vision and sense of mission

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8. A coach encourages a person to run five miles in ten minutes and provides the person a stopwatch to check periodically. The person completes the run in 98 minutes. Considering the goal-setting theory of motivation, which two factors explain why the person achieved the goal? Options:

(A) Challenge and encouragement

(B) Specificity and encouragement

(C) Direction and challenge

(D) Specificity and feedback

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9. Employee A noticed that Employee B was late for work, and A's perception of why B was late will determine what action A takes in this situation. Considering attribution theory, which factors will determine A's perception regarding whether B's behavior was internally or externally caused? Options:

(A) Problem, criteria, and alternatives

(B) Creativity, relationships, and expertise

(C) Distinctiveness, consensus, and consistency

(D) Situation, attributes, and alternatives

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10. 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 individual rewards rather than group rewards

(B) Give group rewards rather than individual rewards

(C) Have the group avoid competition with other groups

(D) Establish more rigid role definition for group members