

# Exam WGU Organizational-Behavior Collection & Organizational-Behavior Free Study Material

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## WGU C715 – Organizational Behavior Final Exam | Verified Questions and Answers | Grade A | 2025/2026

### Section 1: Introduction

This document provides verified content from the WGU C715 Organizational Behavior Final, covering motivation, leadership, team dynamics, communication, and conflict resolution. Structured for WGU's exam format and A+ ready.

### Section 2: Exam Questions and Answers

- Motivation: What is the process that accounts for an individual's intensity, direction, and persistence of effort toward attaining a goal?**  
A) Leadership  
B) Motivation  
C) Decision-making  
D) Conflict resolution  
**Correct Answer: B) Motivation**  
**Rationale:** Motivation is defined as the processes that account for an individual's intensity, direction, and persistence of effort toward achieving a goal, per organizational behavior principles.
- Leadership: Which leadership style involves making decisions without consulting the team?**  
A) Democratic  
B) Laissez-faire  
C) Autocratic  
D) Transformational  
**Correct Answer: C) Autocratic**  
**Rationale:** Autocratic leadership involves unilateral decision-making by the leader, unlike democratic (team input), laissez-faire (minimal guidance), or transformational (inspirational) styles.
- Team Dynamics: What is the term for when group members exert less effort when working together compared to working individually?**  
A) Groupthink  
B) Social loafing  
C) Group shift  
D) Cohesion  
**Correct Answer: B) Social loafing**  
**Rationale:** Social loafing occurs when individuals contribute less effort in a group setting due to reduced accountability.
- Communication: Which barrier to effective communication involves preconceived notions about others?**  
A) Filtering  
B) Selective perception

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### WGU Organizational Behavior (GTO1, C715) Sample Questions (Q18-Q23):

#### NEW QUESTION # 18

What is true about the relationship between performance evaluation and motivation?

- A. The relationship is strongest when employees know that traits are the criteria used for the evaluations.
- B. The relationship is strong for employees but weak for managers.
- C. Employees must have confidence that the effort they exert will lead to a favorable performance evaluation.
- D. The relationship does not depend on the perceptual process.

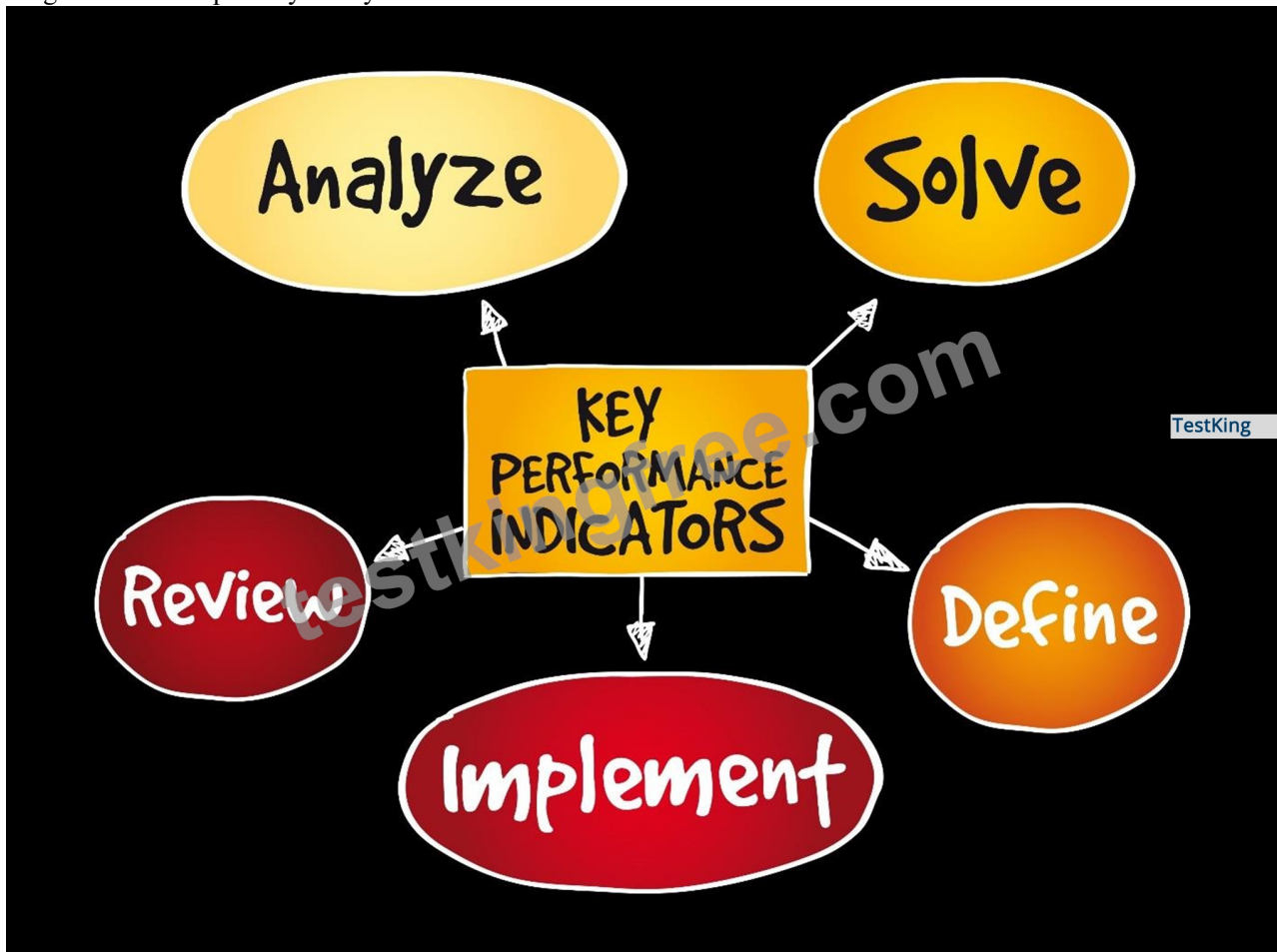
Answer: C

Explanation:

The link between performance evaluation and motivation is best explained through Expectancy Theory.

According to this theory, an individual's motivation to exert effort depends on three relationships: Effort- Performance, Performance-Reward, and Rewards-Personal Goals. For an employee to be motivated, they must have confidence that the effort they exert will lead to a favorable performance evaluation (the Effort-Performance relationship).

Image of Vroom's Expectancy Theory



If an employee believes that no matter how hard they work, the evaluation process is biased, based on luck, or uses unclear criteria (like personality traits rather than measurable behaviors), their motivation will suffer.

Furthermore, the employee must believe that a good evaluation will lead to organizational rewards (such as a bonus or promotion) and that those rewards will satisfy their personal goals. If any of these links are weak- for instance, if the evaluation process is perceived as unfair- the entire motivational chain is broken.

Therefore, the perceptual process is central to this relationship; it is not the objective reality of the evaluation that motivates, but the

employee's perception of its fairness and accuracy.

### NEW QUESTION # 19

Management is considering a change 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. Self-managed teams**
- B. Production teams
- C. Virtual teams
- D. Problem-solving teams

**Answer: A**

Explanation:

The distinguishing factor between different types of teams is the level of authority and the scope of their responsibility. Problem-solving teams typically only make recommendations; they do not have the authority to implement their suggestions or take full responsibility for the results. Virtual teams are defined by their use of technology to bridge physical distance rather than their level of autonomy.

In this scenario, because management wants the team to "take full responsibility for outcomes," they must organize self-managed teams. These teams are designed to operate without direct supervision, handling the planning, execution, and monitoring of their work. They go beyond critical thinking and process review- which a problem-solving team might do- by actually making the operating decisions and being held accountable for the final performance. This structure requires a high degree of trust from management and extensive training for employees, as the team essentially performs the roles previously held by first-line supervisors.

### NEW QUESTION # 20

A team was assigned a project. Halfway through the project, however, it became obvious that the team was failing to meet expectations. Management had made sure that individuals assigned to the team had strong technical expertise as well as problem-solving and decision-making skills. However, other abilities for effective teamwork were overlooked. Which ability necessary for team members was overlooked?

- **A. Interpersonal skills**
- B. Intellectual coherence
- C. Propensity for social loafing
- D. Authoritarian personality

**Answer: A**

Explanation:

To perform effectively, a team requires three different types of skills. First, it needs people with technical expertise to perform the task at hand. Second, it needs people with problem-solving and decision-making skills to be able to identify problems, generate alternatives, and make competent choices. Finally, and perhaps most importantly for group cohesion, a team needs people with strong interpersonal skills. Interpersonal skills include effective listening, feedback, and conflict resolution.

In the scenario provided, the team had the "hard" skills (technical and analytical) but lacked the "soft" skills required to navigate the social complexities of working as a unit. Without interpersonal skills, a team may have the smartest individuals but still fail because they cannot communicate effectively or resolve the inevitable friction that arises during a long-term project. While "propensity for social loafing" is a behavior to avoid, and "authoritarian personality" is often a hindrance, the foundational "ability" cited in organizational behavior literature as a prerequisite for team success alongside technical and problem-solving skills is interpersonal competence.

### NEW QUESTION # 21

Which statement is true about groupshift?

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

**Answer: B**

Explanation:

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.

### NEW QUESTION # 22

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

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

**Answer: C**

### NEW QUESTION # 23

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