

# WGU Organizational-Behavior Valid Test Materials - Organizational-Behavior Exam Revision Plan

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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) Exam Questions - Organizational-Behavior Torrent Prep & Organizational-Behavior Test Guide

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## WGU Organizational Behavior (GTO1, C715) Sample Questions (Q21-Q26):

### NEW QUESTION # 21

A coach encourages a person to run two miles in ten minutes and provides the person a stopwatch to check periodically. The person completes the run in 9.8 minutes. Considering the goal-setting theory of motivation, which two factors explain why the person achieved the goal?

- A. Specificity and encouragement
- **B. Specificity and feedback**
- C. Challenge and encouragement
- D. Direction and challenge

**Answer: B**

Explanation:

Edwin Locke's Goal-Setting Theory suggests that specific and difficult goals, with feedback, lead to higher performance. The theory identifies several key components that drive motivation. First is Specificity. In this case, the coach did not just say "run fast"; they set a specific target of "two miles in ten minutes". Specific goals act as an internal stimulus, providing a clear sense of what needs to be done and how much effort is required.

Image of Goal-Setting Theory of Motivation

The second critical factor is Feedback. By providing a stopwatch, the coach allowed the runner to monitor their own progress. Feedback helps individuals identify discrepancies between what they have done and what they want to do; it guides behavior and motivates the individual to adjust their effort level to meet the goal.

While "challenge" is also a part of the theory (as difficult goals lead to higher performance), the presence of the stopwatch specifically addresses the feedback mechanism, and the clear time-distance parameters address specificity. Therefore, the combination of a clearly defined target (specificity) and the ability to track progress (feedback) are the primary drivers for the runner achieving the 9.8-minute result.

### NEW QUESTION # 22

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 group rewards for maximizing productivity
- C. A system that emphasizes group rewards based on aggressive competitiveness
- D. A system that emphasizes individual rewards for aggressive competitiveness

**Answer: A**

Explanation:

Designing an effective reward system for teams requires a delicate balance between individual and collective incentives. If the reward system focuses solely on individual achievement, it can foster internal competition and discourage the very collaboration the team is lacking. Conversely, if it focuses only on the group, "social loafing" may occur where some members coast on the efforts of others. To improve effectiveness and collaboration, the organization should implement a system that emphasizes rewards for individual contributions as well as for selfless contributions. This means that while members are recognized for their technical proficiency, they are also evaluated and rewarded for being "good team players"-sharing information, helping colleagues, and resolving conflicts. Rewarding "selfless contributions" directly addresses the concern that members need to be more collaborative. This dual-focus approach ensures that individuals are motivated to perform their specific tasks at a high level while simultaneously being incentivized to support the team's overall synergy.

### NEW QUESTION # 23

A team is struggling to resolve procedural issues that govern their performance. What should the team leader do to resolve the problem?

- A. Appoint an assistant team leader to track the struggles and report back
- **B. Ask questions and help team members talk through the problem**
- C. Research the problem and impose a solution
- D. Rearrange roles within the team by adding members

**Answer: B**

Explanation:

When a team struggles with procedural issues—the "how" of their work—the most effective leadership approach is often facilitative rather than directive. Instead of imposing a solution (Option A), which can lead to resistance or a lack of "buy-in," the leader should ask questions and help team members talk through the problem. This technique is rooted in the concept of team coaching and process consultation.

By facilitating a dialogue, the leader encourages the team to take ownership of their own processes. This collaborative problem-solving approach helps identify the root cause of the procedural friction, whether it be ambiguous roles, inefficient workflows, or conflicting expectations. Furthermore, helping the team talk through the issue strengthens their internal communication and conflict-resolution skills, making them more resilient in the future. A leader who acts as a facilitator helps the team move from the "storming" phase of development—where procedural conflicts are common—into the "norming" phase, where clear, agreed-upon standards of behavior and performance are established by the group itself.

Organizational Culture

#### NEW QUESTION # 24

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?

- A. Creativity, relationships, and expertise
- **B. Distinctiveness, consensus, and consistency**
- C. Situation, attributes, and alternatives
- D. Problem, criteria, and alternatives

**Answer: B**

Explanation:

Attribution theory is a cornerstone of social perception in the workplace, explaining how we judge people differently depending on what meaning we attribute to a given behavior. When we observe an individual's behavior, we attempt to determine whether it was internally caused (under the person's control) or externally caused (forced by the situation). According to Harold Kelley's model, this determination depends on three specific factors: distinctiveness, consensus, and consistency.

Distinctiveness refers to whether an individual displays different behaviors in different situations. If Employee B is late for work but is generally reliable in all other tasks, the behavior has high distinctiveness, suggesting an external cause (like a traffic jam). Consensus occurs if everyone who faces a similar situation responds in the same way. If every employee who took the same route as Employee B was also late, consensus is high, pointing to an external cause. Consistency looks at whether the person responds the same way over time. If Employee B is late every single day, consistency is high, which usually leads the observer to attribute the behavior to internal causes (like a lack of discipline). By analyzing these three dimensions, Employee A forms a perception that dictates their reaction—whether that be empathy for a one-time external delay or disciplinary action for a recurring internal habit.

#### NEW QUESTION # 25

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

- **A. Instrumental values**
- B. Determinate values
- C. Terminal values
- D. Intermediate values

**Answer: A**

Explanation:

Values represent basic convictions that a specific mode of conduct or end-state of existence is personally or socially preferable to an opposite mode. In Organizational Behavior, Milton Rokeach created the Rokeach Value Survey (RVS), which classifies values into

two distinct sets: Terminal values and Instrumental values.

Terminal values refer to desirable end-states of existence. These are the goals a person would like to achieve during their lifetime, such as world peace, prosperity, or a sense of accomplishment. Instrumental values, on the other hand, refer to preferable modes of behavior or means of achieving the terminal values. Being

"ambitious" and "cheerful" are behavioral traits or methods that an individual employs to reach their ultimate goals. For instance, being ambitious (an instrumental value) is the "means" an employee uses to achieve the

"end" of financial success or career status (a terminal value). Similarly, being cheerful is a mode of conduct that might help an individual achieve the terminal goal of social recognition or happiness. Therefore, because these descriptions focus on the how of behavior rather than the what of ultimate life goals, they are strictly categorized as instrumental values. Understanding these values is crucial for managers because they influence motivation and how employees perceive organizational rewards and culture.

## NEW QUESTION # 26

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