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## **WGU - C715 Organizational Behavior Objective Assessment Exam** **with Multiple Choice Questions and Answers 100% Verified**

1. Esther Lugo has gone for an interview at an advertising firm in Manhattan and has been asked to complete a self-report survey to help interviewers understand if she is the right candidate for the job. From the interview, they have found that she is extroverted, empathic, scrupulous, and cooperative innature, which are key characteristics needed for the job. These characteristics about Lugo indicate her\_\_\_\_\_.

- A) talent
- B) skill
- C) knowledge
- D) genealogy
- E) personality: E

2. Which of the following does the heredity approach state?

- A) An individual's personality is determined by the social background one is brought up in.

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## WGU Organizational Behavior (GTO1, C715) Sample Questions (Q27-Q32):

### NEW QUESTION # 27

What is a positive effect of a cohesive group?

- **A. Improving group productivity**
- B. Reducing group norm effect
- C. Bringing heterogeneity to the process
- D. Promoting value flexibility

**Answer: A**

Explanation:

Cohesiveness is generally viewed as a desirable trait in organizational groups because of its potential to improve group productivity. In a highly cohesive group, members are more likely to communicate effectively, experience less internal friction, and display higher levels of commitment to group goals. This internal synergy typically leads to a more efficient work process and higher quality output. However, the relationship between cohesiveness and productivity is moderated by performance-related norms. If a cohesive group has high performance norms (standards for hard work and quality), productivity will be significantly higher than in a group with low cohesiveness. Conversely, if a highly cohesive group has low performance norms, their productivity may actually decrease because they are united in their desire to work less. Despite this nuance, the fundamental positive organizational outcome associated with fostering cohesion is the enhancement of the group's ability to produce results.

### NEW QUESTION # 28

If a work group's goal is to share information, what is a work team's goal?

- A. To maximize random and varied skills
- **B. To create collective performance**
- C. To maximize individual inputs
- D. To reduce costs

**Answer: B**

Explanation:

In Organizational Behavior, a critical distinction is made between a "work group" and a "work team". A work group is a collection of individuals who interact primarily to share information and make decisions to help each member perform within his or her area of responsibility. In a work group, there is no particular need or opportunity for collective work that requires joint effort; therefore, their performance is merely the summation of each group member's individual contribution.

A work team, however, is a group whose individual efforts result in performance that is greater than the sum of those individual inputs. The fundamental goal of a work team is collective performance. While work groups focus on individual accountability and sharing information to assist individual tasks, work teams focus on mutual accountability and synergy. This synergy allows the team to achieve a level of output that exceeds what the members could accomplish alone. For a team to be effective, it requires a mix of complementary skills-technical, problem-solving, and interpersonal-directed toward a common purpose and specific performance goals. Managers transition from groups to teams when the task at hand is complex enough that it requires the coordinated, collective effort of multiple people rather than just a series of independent tasks.

Therefore, the shift from "sharing information" (group) to "collective performance" (team) represents a significant increase in the interdependence of the members.

### NEW QUESTION # 29

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

- **A. Employees must have confidence that the effort they exert will lead to a favorable performance evaluation.**
- B. The relationship is strongest when employees know that traits are the criteria used for the evaluations.
- C. The relationship is strong for employees but weak for managers.

- D. The relationship does not depend on the perceptual process.

**Answer: A**

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 # 30

How can an organization transmit its culture to its employees?

- A. By requiring employees to memorize the mission statement
- **B. By creating and repeating ritualistic activities**
- C. By studying employee gripes and complaints
- D. By influencing the balance of cultural backgrounds of employees

**Answer: B**

Explanation:

Culture is transmitted to employees in several ways, most notably through stories, rituals, material symbols, and language. Rituals are repetitive sequences of activities that express and reinforce the key values of the organization- what goals are most important, which people are important, and which are expendable. For example, a company might hold an annual awards ceremony that celebrates "risk-taking," thereby reinforcing a culture of innovation more effectively than a written document could.

These ritualistic activities serve as a physical manifestation of the organization's underlying values. While mission statements (Option A) provide a formal overview, they often fail to capture the "lived experience" of the culture. Similarly, while the selection process influences who enters the organization, the transmission of culture happens after hiring through consistent, repeated social practices. By engaging in these rituals, employees internalize the organization's norms and expectations, transforming them from "outsiders" to "insiders" who understand the shared organizational meaning.

### NEW QUESTION # 31

How might a charismatic leader work to increase performance in an organization?

- A. Use a directive approach
- B. Avoid increasing personal risk
- **C. Articulate an appealing vision**
- D. Display type A characteristics

**Answer: C**

Explanation:

Charismatic Leadership Theory suggests that followers make attributions of heroic or extraordinary leadership abilities when they observe certain behaviors. The most fundamental way a charismatic leader increases performance is by articulating an appealing vision. This vision serves as a long-term strategy for attaining a goal by making the future better than the status quo.

Image of Charismatic Leadership Characteristics

□ A charismatic leader does not just set goals; they provide a "vision statement"- a formal proclamation of an organization's mission- that they use to imprint on followers an overarching goal and purpose. They then communicate high-performance expectations and express confidence that followers can attain them, which enhances follower self-esteem. Unlike transactional leaders who rely on rewards or directive approaches, charismatic leaders use emotional appeal and personal risk-taking to inspire followers to go beyond their self-interest for the sake of the organization. This articulation of a "better future" is the primary engine of motivation in

charismatic leadership.

## NEW QUESTION # 32

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