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WGU - C715 Organizational Behavior Objective Assessment Exam
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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 characteristicsabout 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 (Q34-Q39):

NEW QUESTION # 34
An individual attributes personal achievement in business to being competitive, independent, and successful in spite of challenges. Which statement is true regarding environmental factors and how they influence this person's personality and behavior?

- A. Personality and behavior are based solely on environmental factors.
- B. The individual's full potential may be determined by how well the individual adjusts to the requirements of the environment.
- C. Studies demonstrate that environment influences behavior but has no influence on personality.
- D. Environment is the single element in determining an individual's behavior.

Answer: B

Explanation:
In the study of Organizational Behavior, the "nature vs. nurture" debate examines how much of an individual's personality is inherited (heredity) versus influenced by their surroundings (environment). While heredity sets the outer parameters or "potential" of an individual's personality, environmental factors-such as culture, family, and social groups-dictate how that potential is realized or constrained. This specific individual exhibits traits like competitiveness and independence, which are often reinforced by a business environment that rewards such behaviors.
However, personality is not a static result of environment alone (refuting option A and D), nor is the environment irrelevant to personality development (refuting option C). Instead, the interactionist perspective suggests that behavior is a function of the person and their environment. The "potential" of a person's personality traits is often activated or suppressed by environmental demands. For example, a person with a natural inclination for leadership may only see that trait flourish if the environment provides opportunities and requirements for leadership. Consequently, the individual's success is a result of how effectively they adjust their internal traits to meet external environmental requirements. This adjustment process is a key component of "person-environment fit," where high levels of fit lead to better performance and job satisfaction.

NEW QUESTION # 35
Which conflict-resolution techniques might a manager use to control the level of conflict that has become dysfunctional?

- A. Satisfying goals and smoothing
- B. Confrontation and smoothing
- C. Compromise and superordinate goals
- D. Smoothing and confrontation

Answer: C

Explanation:
Conflict within an organization can be functional (supporting goals) or dysfunctional (hindering performance). When conflict becomes dysfunctional, managers must use conflict-resolution techniques to bring it back to a manageable or productive level. Two such techniques areCompromiseandSuperordinate goals.
Compromiseinvolves each party giving up something of value to reach a solution where no one is a clear winner or loser. It is often used when goals are important but not worth the potential disruption of more assertive methods.Superordinate goalsinvolve creating a shared goal that cannot be attained without the cooperation of each of the conflicting parties. By focusing on a higher-level objective, the competing groups or individuals are forced to set aside their differences to achieve a common success. Other techniques include problem-solving (face-to-face meetings), smoothing (playing down differences), and avoidance. Choosing the right technique depends on the nature of the conflict and the desired long-term relationship between the parties. In many organizational settings, shifting the focus to superordinate goals is particularly effective because it aligns individual interests with organizational outcomes.

NEW QUESTION # 36

How can an organization transmit its culture to its employees?

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

Answer: D

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 # 37

In organizing a team to develop a new product for entry into the electronics market, management wanted to assign team members having characteristics common to effective teams. Which list specifies common characteristics of effective teams?

- A. Members who are emotionally stable, members who fill role demands, and a manageable level of conflict
- B. A climate of trust, members who score low on the personality characteristic of extroversion, and effective leadership
- C. A climate of trust, members who fill role demands, and an absence of conflict
- D. Effective leadership, members who score low on the personality characteristic of extroversion, and members who fill role demands

Answer: A

Explanation:

The effectiveness of a team is generally categorized by its composition, context, and process. According to the Big Five Personality Model and team research, effective teams are typically composed of individuals who score high on emotional stability, agreeableness, and conscientiousness. These traits help maintain a positive working environment and reduce interpersonal friction. Furthermore, teams must ensure that they have people to fill various role demands-meaning that all necessary tasks and social-maintenance functions are being performed by someone within the group.

Crucially, effective teams do not necessarily have an "absence of conflict" (which refutes option C). Instead, they maintain a manageable level of conflict. Specifically, "task conflict"-disagreements over the content of the work-can actually stimulate discussion and lead to better decisions, provided that "relationship conflict" (interpersonal animosity) remains low. Therefore, a team that is emotionally stable, fulfills its role requirements, and handles conflict constructively is much more likely to succeed in a high-pressure environment like the electronics market than one that simply tries to avoid all disagreement.

NEW QUESTION # 38

What is a purpose of employee evaluations?

- A. To measure the psychological symptoms of organizational dysfunctionality
- B. To educate employees on the personalities of supervisors and help them adjust to management styles
- C. To serve as a screening device for hiring new employees
- D. To assist management in making human resource decisions

Answer: D

Explanation:

Performance evaluations serve several vital functions within an organization's management system. The primary purpose is to assist management in making human resource decisions. These decisions include identifying who should receive promotions, who is eligible for salary increases, and who might need to be transferred or even terminated.

Beyond administrative decisions, evaluations provide essential feedback to employees about how the organization views their performance. This feedback acts as a basis for personal development and career planning. Furthermore, evaluations help identify training and development needs by pinpointing specific skill deficiencies that an employee may have. They also provide a criterion against which the organization can validate its selection and development programs; for instance, if employees who scored high on a hiring test perform poorly on their evaluations, the hiring process may need to be adjusted. Therefore, rather than being a psychological diagnostic tool (Option B) or a pre-hiring screen (Option C), the performance evaluation is a retrospective and developmental tool used to manage the existing workforce effectively.

NEW QUESTION # 39

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