

# WGU Organizational-Behavior Exam Dumps Are Verified By Renowned Exam Trainers

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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 (Q24-Q29):

### NEW QUESTION # 24

What is the impact of high group cohesiveness and well-defined performance norms on the productivity of a team?

- A. The productivity of the team will remain low
- B. The productivity of the team will improve slightly
- C. The productivity of the team will improve significantly
- D. The productivity of the team will remain as is

**Answer: C**

Explanation:

The interaction between cohesiveness and performance norms is a critical concept in Organizational Behavior. As shown in the research regarding group dynamics, the productivity of the team will improve significantly when both cohesiveness and performance norms are high. Cohesiveness provides the social

"glue" that keeps the team together, while performance norms provide the "direction" by establishing clear expectations for effort, output, and quality.

When these two factors coincide, the group becomes a powerful force; members motivate one another to meet the high standards they have collectively accepted. This is the "ideal" state for any work team. If cohesiveness is high but performance norms are low, the group is unified but unproductive. If cohesiveness is low but norms are high, productivity improves only slightly because members lack the social bond to sustain high-level collaboration. Therefore, the combination of a strong bond and high standards yields the most significant productivity gains.

### NEW QUESTION # 25

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

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

**Answer: C**

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

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

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

- D. Group conformity

**Answer: C**

Explanation:

All groups have established Norms, which are defined as acceptable standards of behavior shared by the group's members that tell them what they ought and ought not to do under certain circumstances. Norms are powerful because they act as a means of influencing the behavior of group members with a minimum of external controls. Common organizational norms include performance norms (how hard to work), appearance norms (dress codes), and social arrangement norms (whom to eat lunch with).

Norms are distinct from Group Roles, which are specific behaviors expected of a person in a specific position.

While roles might differ from member to member (e.g., a leader vs. a scribe), norms are generally shared by the entire collective. Group Status refers to a socially defined position or rank given to groups or group members by others, and Conformity is the act of adjusting one's behavior to align with the norms of the group.

Therefore, the "standards of behavior" themselves are the norms. When an individual violates these shared standards, they often face social pressure or sanctions from the group, which reinforces the importance of norms in maintaining group stability and predictability.

### NEW QUESTION # 27

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

**Answer: C**

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 # 28

After physiological desires such as hunger, thirst, and shelter are met, the next level of desires becomes the basis for motivation. This is an example of which theory?


- A. Bigelow's three factor theory
- **B. Maslow's hierarchy of needs**
- C. Two factor theory
- D. X and Y hierarchy

**Answer: B**

Explanation:

Abraham Maslow's Hierarchy of Needs is perhaps the best-known theory of motivation. Maslow hypothesized that within every human being, there exists a hierarchy of five needs: Physiological (hunger, thirst, shelter), Safety (security and protection), Social (affection, belongingness), Esteem (self-respect, autonomy), and Self-actualization (achieving one's potential).

Image of Maslow's hierarchy of needs

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The core premise of this theory is the "progression principle," which states that as each of these needs becomes substantially satisfied, the next need in the hierarchy becomes dominant as a motivator. The question highlights that once physiological desires (the lowest level) are met, the individual moves to the next level. In Maslow's original model, the level immediately following physiological needs is Safety and Security. This level involves seeking a predictable environment free from physical and emotional harm. In an organizational context, this translates to job security, health benefits, and a safe working environment. According to Maslow, once an employee feels physically safe and secure, they will no longer be motivated by these factors and will instead seek to satisfy "social" or "belonging" needs. While contemporary research suggests that people don't always follow this rigid linear progression, Maslow's model remains a foundational tool for managers to understand that an employee's needs change as their circumstances improve.

## NEW QUESTION # 29

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