

# WGU Organizational Behavior (GTO1, C715) practice test & valid free Organizational-Behavior test questions

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## **WGU C715 Organizational Behavior Assessment and Practice** **Exam with Questions and Correct elaborated Answers** **100% Guaranteed Pass**

1. **personality:** characteristics that describe an individual's behavior.
2. **personality traits:** characteristics that describe an individual's behavior in a large number of situations
3. **Myers-Briggs Type Indicator (MBTI):** A personality test that taps four characteristics and classifies behavior
4. **Big Five Model:** A personality assessment model that taps five basic dimensions: extraversion, agreeableness, openness, conscientiousness, and neuroticism.
5. **extraversion:** A personality describing someone who is sociable and assertive (confident and forceful)
6. **agreeableness:** A personality that describes someone who is good natured, cooperative, and trusting.
7. **conscientiousness:** A personality that describes someone who is responsible, dependable, persistent, and organized.
8. **emotional stability:** A personality that characterizes someone as calm, self-confident, and insecure.
9. **openness to experience:** A personality that characterizes someone in terms of imagination, sensitivity, and curiosity.
10. **core self-evaluation:** Bottom-line conclusions individuals have about their ca-

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### WGU Organizational Behavior (GTO1, C715) Sample Questions (Q13-Q18):

#### NEW QUESTION # 13

An employee is motivated by economic success, well-being, world peace, and autonomy and self-reliance in the workplace. Which of the employee's motives is an instrumental value?

- A. Economic
- B. World peace
- C. Autonomy and self-reliance
- D. Prosperity

**Answer: C**

Explanation:

In Organizational Behavior, values are often classified using the Rokeach Value Survey, which distinguishes between Terminal Values and Instrumental Values. Terminal values represent the ultimate goals or "end- states" an individual hopes to achieve, such as prosperity (economic success), well-being, and world peace.

These are the destinations toward which a person works. In contrast, instrumental values are the "modes of conduct" or the means by which one achieves those terminal goals.

In this specific scenario, "autonomy and self-reliance" are categorized as instrumental values because they describe the behavioral methods an employee uses to navigate the workplace and eventually reach their terminal goals, such as economic success or personal well-being. For example, an employee might use autonomy (an instrumental value) as a tool to gain the efficiency required to achieve prosperity (a terminal value). Understanding this distinction is vital for managers because while terminal values tell us what the employee wants to achieve, instrumental values tell us how they prefer to behave in order to get there.

Autonomy and self-reliance are practical approaches to work life rather than the final life-goals themselves, thus fitting the definition of instrumental values perfectly.

#### NEW QUESTION # 14

What is a personal view of how one is supposed to act in a given group situation?

- A. Role conflict
- B. Role identity
- C. Role expectation
- D. Role perception

**Answer: D**

Explanation:

In the context of group dynamics, "roles" refer to a set of expected behavior patterns attributed to someone occupying a given position in a social unit. Within this framework, Role Perception is defined as an individual's own view of how he or she is supposed to act in a given situation. We get these perceptions from various stimuli around us—friends, books, movies, or observing how successful colleagues behave.

It is important to distinguish Role Perception from Role Expectations, which are how others believe a person should act in a given situation. For example, a manager might have a role expectation that a supervisor should be stern, but the supervisor's own role perception might be that they should be a supportive mentor. When role perception and role expectation do not align, it can lead to confusion or poor performance. Role Identity refers to the certain attitudes and behaviors consistent with a role, while Role Conflict occurs when an individual finds that compliance with one role requirement may make it difficult to comply with another.

Because the question specifically asks for the personal view of behavior, "Role Perception" is the correct technical term.

#### NEW QUESTION # 15

Which dimension of the Fiedler contingency model is associated with the degree of influence a leader has over variables such as hiring, firing, discipline, promotions, and salary increases?

- A. Leader-member relations
- B. Leader-member exchange
- C. Position power
- D. Task structure

**Answer: C**

Explanation:

The Fiedler contingency model proposes that effective group performance depends on the proper match between the leader's style and the degree to which the situation gives control to the leader. Fiedler identified three contingency dimensions that define the situational favorableness: Leader-member relations, Task structure, and Position power.

Image of Fiedler's Contingency Model

Position power is specifically defined as the degree of influence a leader has over power variables such as hiring, firing, discipline, promotions, and salary increases. A leader with high position power has significant structural authority, which makes it easier to influence the behavior of subordinates through formal rewards and sanctions. In contrast, a leader with low position power must rely more heavily on personal influence or rapport to achieve goals. Understanding these dimensions is crucial because Fiedler argued that a leader's style is essentially fixed; therefore, to improve effectiveness, one must either change the leader to fit the situation or change the situation (such as increasing or decreasing the leader's position power) to fit the leader.

#### NEW QUESTION # 16

What is an advantage of a strong organizational culture?

- A. The internal climate exhibits low behavioral control.
- B. There is ambiguity in what employees perceive as expectations.
- C. There is a formation of strong employee commitment.
- D. Core values are not intensely held and widely shared.

**Answer: C**

Explanation:

A strong organizational culture is one in which the core values are both intensely held and widely shared by the members. One of the primary advantages of such a culture is the formation of strong employee commitment. When employees believe in and identify with the organization's values, they are more likely to be dedicated to its goals and more willing to put in extra effort to see the organization succeed.

A strong culture also serves to reduce turnover because it creates a high level of agreement among members about what the organization stands for. This unanimity of purpose builds cohesiveness and loyalty.

Furthermore, a strong culture acts as a substitute for formalization; it tells employees how they are expected to behave without the need for thick manuals or rigid rules. While it can have liabilities (as noted in Q32), the immediate organizational benefit is a motivated, committed workforce that shares a common sense of direction.

#### NEW QUESTION # 17

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

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

**Answer: A**

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 # 18

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