

2026 WGU Professional Organizational-Behavior Reliable Exam Tutorial

WGU C715 Organizational Behavior Final Exam 2025/2026 – Verified Questions with Correct Answers and Explanations

Question 1

In a remote work environment at TechNova Inc., a project manager notices that team members are struggling with motivation due to limited face-to-face interactions. To address this, the manager implements virtual team-building activities and personalized feedback sessions. This approach primarily applies which motivation theory?

A. Maslow's Hierarchy of Needs B. Herzberg's Two-Factor Theory C. **Self-Determination Theory** D. Equity Theory

Expert Rationale: Self-Determination Theory emphasizes the fulfillment of psychological needs for autonomy, competence, and relatedness to foster intrinsic motivation. In remote settings, virtual activities enhance relatedness by building connections, while feedback supports competence, directly addressing the lack of interactions.

Question 2

Sarah, a sales supervisor at RetailMax, observes that her team performs better when she provides clear goals and regular progress updates. This scenario best illustrates the application of:

A. Expectancy Theory B. **Goal-Setting Theory** C. Reinforcement Theory D. Job Characteristics Model

Expert Rationale: Goal-Setting Theory posits that specific, challenging goals with feedback improve performance by directing attention and encouraging persistence. Sarah's clear goals and updates align with these elements, leading to enhanced team output in a sales context.

Question 3

At GlobalConsult, employees in the marketing department report feeling undervalued because their bonuses are lower than those in sales, despite similar workloads. To resolve this, HR introduces a transparent salary benchmarking system. This intervention targets:

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WGU Organizational Behavior (GTO1, C715) Sample Questions (Q14-Q19):

NEW QUESTION # 14

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

Answer: D

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 # 15

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

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

Answer: A

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 # 16

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

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

Answer: B

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 # 17

Which characteristic describes an advantage of a virtual team as compared with other types of teams?

- A. Virtual team members generally report greater satisfaction with the group interaction process.
- **B. People can work together who might otherwise not be able to collaborate on a work task.**
- C. The greater opportunity for interaction helps increase rapport.
- D. Verbal and nonverbal communication cues are easier to understand within a virtual team.

Answer: B

Explanation:

Virtual teams use computer technology to unite physically dispersed members in order to achieve a common goal. The defining advantage of virtual teams is their ability to overcome the constraints of time and space, allowing people to work together who might otherwise not be able to collaborate on a work task. This is particularly beneficial for global organizations that need to pull together the best experts regardless of where they are located in the world.

Image of virtual team collaboration

□ However, virtual teams face unique challenges compared to face-to-face teams. Because they rely on electronic communication, they often suffer from a lack of nonverbal cues (like body language and tone of voice), which makes communication less rich and more prone to misunderstanding. Consequently, virtual teams often report lower levels of satisfaction with the interaction process and may take longer to build trust and rapport (refuting options B and D). To be effective, managers of virtual teams must ensure that the team has the right technology, that progress is closely monitored, and that efforts are made to create "social presence" through occasional video calls or face-to-face meetings to build the trust that forms more naturally in traditional office settings. Despite these hurdles, the strategic benefit of accessing diverse talent from across the globe makes the virtual team an essential tool in the modern organizational landscape.

NEW QUESTION # 18

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

- A. Group status
- **B. Group norms**
- C. Group conformity
- D. Group roles

Answer: B

NEW QUESTION # 19

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