

# Free PDF WGU - Organizational-Behavior–Efficient Exam Question

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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 (Q35-Q40):

### NEW QUESTION # 35

A project team was formed to complete a specific project. At the end of the first 6 months, the team was unable to deliver the results. The main cause was several team members spending significant time mistakenly working on the same tasks. Which role of a team lead is most useful in the given case?

- A. Controller
- B. Motivator
- C. Planner
- **D. Coordinator**

**Answer: D**

Explanation:

In group dynamics, the failure described-redundant efforts and a lack of task synchronization-points to a failure incoordination. TheCoordinatorrole is responsible for clarifying goals, delegating tasks, and ensuring that the efforts of individual team members are integrated rather than duplicated. Without effective coordination, even highly motivated and skilled teams can fail because their energy is dissipated through "working in different directions".

While a "Planner" (Option B) sets the initial schedule and a "Controller" (Option C) monitors outcomes, the Coordinator acts as the glue during the execution phase. The Coordinator ensures that every member knows their specific contribution and how it fits into the whole. In this case, because the members were "mistakenly working on the same tasks," a Coordinator would have intervened to clarify boundaries and manage the interdependencies of the work. Effective coordination is the primary antidote to the "process losses" that occur when team members overlap in their efforts.

### NEW QUESTION # 36

When is organizational culture a liability?

- A. When core values are shared by different departments within the organization.
- **B. When a strong organizational culture limits diversity within the organization.**
- C. When the organizational culture reduces ambiguity for employees.
- D. When the culture includes shared values on organizational goals.

**Answer: B**

Explanation:

While a strong culture can be a significant asset by improving employee commitment and reducing ambiguity, it can also become a liability under certain conditions. One of the most critical liabilities occurs when a strong organizational culture limits diversity within the organization. Because a strong culture pressures employees to conform to accepted values and behaviors, it can create a "mismatch" for people who bring different perspectives or backgrounds.

Strong cultures often act as a barrier to change because they lead to institutionalization, where behaviors are followed blindly without question. This can be particularly damaging during mergers or acquisitions, where two conflicting strong cultures may fail to integrate. Furthermore, when the shared values do not align with the organization's effectiveness in a changing environment, the culture becomes a "barrier to diversity" and a "barrier to change". Management must therefore balance the benefits of a cohesive culture with the need for diverse viewpoints that prevent "groupthink" and allow the organization to remain adaptable.

### NEW QUESTION # 37

What is social loafing?

- A. A process by which individuals attempt to control the impression others form of them
- B. The tendency for individuals to work harder when working collectively than when working individually

- C. An expectation that others will not act opportunistically when working collectively
- D. The tendency for individuals to expend less effort when working collectively than when working individually

**Answer: D**

Explanation:

Social loafing is a phenomenon in group dynamics defined as the tendency for individuals to expend less effort when working collectively than when working individually. This concept challenges the common assumption that the "spirit of the group" always increases individual motivation. It was famously illustrated by the Ringelmann effect, where research showed that individuals pulled less hard on a rope when they were part of a group than when they were alone.

Social loafing typically occurs because of a dispersion of responsibility; when individuals believe their contribution cannot be measured separately from the group's total output, they may feel less "accountable" and decrease their effort. It can also stem from a "sucker effect," where individuals reduce their effort because they perceive others in the group are not doing their fair share. To counter social loafing, managers are encouraged to use individual performance evaluations, provide group rewards based on individual contributions, and keep group sizes small enough that individual efforts are visible.

Would you like me to proceed with the next batch of questions (Questions 16-20)?

### NEW QUESTION # 38

A manager treats an employee with a free lunch to encourage the employee to continue to do well. Which kind of reward is provided?

- A. Intrinsic reward
- B. Extrinsic reward
- C. Personality reward
- D. Compensatory reward

**Answer: B**

Explanation:

Motivation in the workplace is often driven by a system of rewards, which are generally categorized into intrinsic and extrinsic types. Intrinsic rewards are internal to the individual and come from the work itself; examples include a sense of accomplishment, personal growth, or the satisfaction of completing a difficult task. These are self-granted rewards.

Extrinsic rewards, conversely, are tangible rewards given by another person (usually a manager or the organization) to an employee for performing a specific task or behavior. These include salary increases, bonuses, promotions, benefits, and even smaller tokens like a free lunch. In this scenario, the free lunch is a physical, external incentive provided by the manager to reinforce the employee's positive performance. While intrinsic rewards are essential for long-term engagement and "meaningful" work, extrinsic rewards like a free meal are effective for immediate reinforcement and recognizing specific achievements. According to reinforcement theory, providing such a reward immediately following a desired behavior (doing well at work) increases the probability that the behavior will be repeated. Because the lunch is an external, tangible benefit provided by the manager rather than an internal feeling of satisfaction derived from the task itself, it is classified as an extrinsic reward.

### NEW QUESTION # 39

What are two of the three forces that play a particularly important role in sustaining an organization's culture?

- A. Actions of top management and socialization process
- B. Actions of top management and employee education level
- C. Personal background of key employees and socialization process
- D. Personal background of key employees and selection process

**Answer: A**

Explanation:

Once a culture is in place, certain practices within the organization act to maintain it by exposing employees to a set of similar experiences. Three forces play a particularly important role in sustaining a culture: selection practices, the actions of top management, and the socialization process.

The actions of top management are crucial because through what they say and how they behave, senior executives establish norms that filter down through the organization. For example, their reactions to crises or how they reward performance send clear signals about what is truly valued. The socialization process is the method by which the organization helps new employees adapt to its culture. Even if an organization hires the

"right" people during selection, they must still be taught the specific values and customs of the firm. Socialization ensures that the culture is transmitted consistently from one generation of employees to the next, maintaining the organization's unique identity over time.

## NEW QUESTION # 40

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