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ACTUAL EXAM 2025/2026 COMPLETE  
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<NEWEST VERSION>**

1. Personality - ANSWER ✓ characteristics that describe an individual's behavior.
2. Personality traits - ANSWER ✓ characteristics that describe an individual's behavior in a large number of situations
3. Big Five Model - ANSWER ✓ A personality assessment model that taps five basic dimensions, extraversion, agreeableness, openness, conscientiousness, and neuroticism.
4. Perception - ANSWER ✓ A process by which individuals organize and interpret their sensory impressions in order to give meaning to their environment.
5. Attribution theory - ANSWER ✓ An attempt to determine whether an individual's behavior is internally or externally caused.
6. Fundamental attribution error - ANSWER ✓ The tendency to underestimate the influence of external factors and overestimate the influence of internal factors when making judgments about the behavior of others.

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## WGU Organizational Behavior (GTO1, C715) Sample Questions (Q28-Q33):

### NEW QUESTION # 28

Which option defines organizational culture?

- A. A system of unique physical parameters that describes the organization
- B. A method of stratifying the organization's target market
- C. A human resources department program for recognizing diversity
- **D. A unique system of shared organizational meaning**

**Answer: D**

Explanation:

Organizational culture is defined as a unique system of shared meaning held by members that distinguishes the organization from other organizations. This system of shared meaning is a set of key characteristics that the organization values. It represents the "common perception" held by the organization's members; even though individuals may have different backgrounds or occupy different levels in the hierarchy, they tend to describe the organization's culture in similar terms.

Culture is the social glue that helps hold the organization together by providing appropriate standards for what employees should say and do. It acts as a boundary-defining element, creates a sense of identity for employees, facilitates commitment to something larger than individual self-interest, and enhances the stability of the social system. While physical parameters (Option A) or HR programs (Option B) may reflect or support the culture, the culture itself is the underlying shared cognitive framework—the "way we do things around here"—that guides employee behavior and shapes their organizational experience.

### NEW QUESTION # 29

What is a characteristic employed by transactional leaders?

- **A. Promises rewards for good performance**
- B. Instills pride and gains trust
- C. Promotes intelligence and rationality
- D. Provides vision and sense of mission

**Answer: A**

Explanation:

Organizational Behavior distinguishes between transformational and transactional leaders. Transactional leaders guide or motivate their followers in the direction of established goals by clarifying role and task requirements. They function primarily through a series of "transactions" or exchanges where the leader provides something the followers want in return for their performance.

One of the primary characteristics of transactional leadership is contingent reward, which involves promising rewards for good performance and recognizing accomplishments. Other characteristics include management by exception (active or passive), where the leader intervenes only when standards are not met. Options A, B, and C describe transformational leaders, who inspire followers to transcend their own self-interests for the good of the organization and are capable of having a profound and extraordinary effect on followers. While transformational leadership is often celebrated for driving innovation and change, transactional leadership remains essential for maintaining the day-to-day stability and efficiency of an organization by ensuring that employees are rewarded for meeting specific, tangible targets.

### NEW QUESTION # 30

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

**Answer: C**

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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Explore

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 # 31**

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

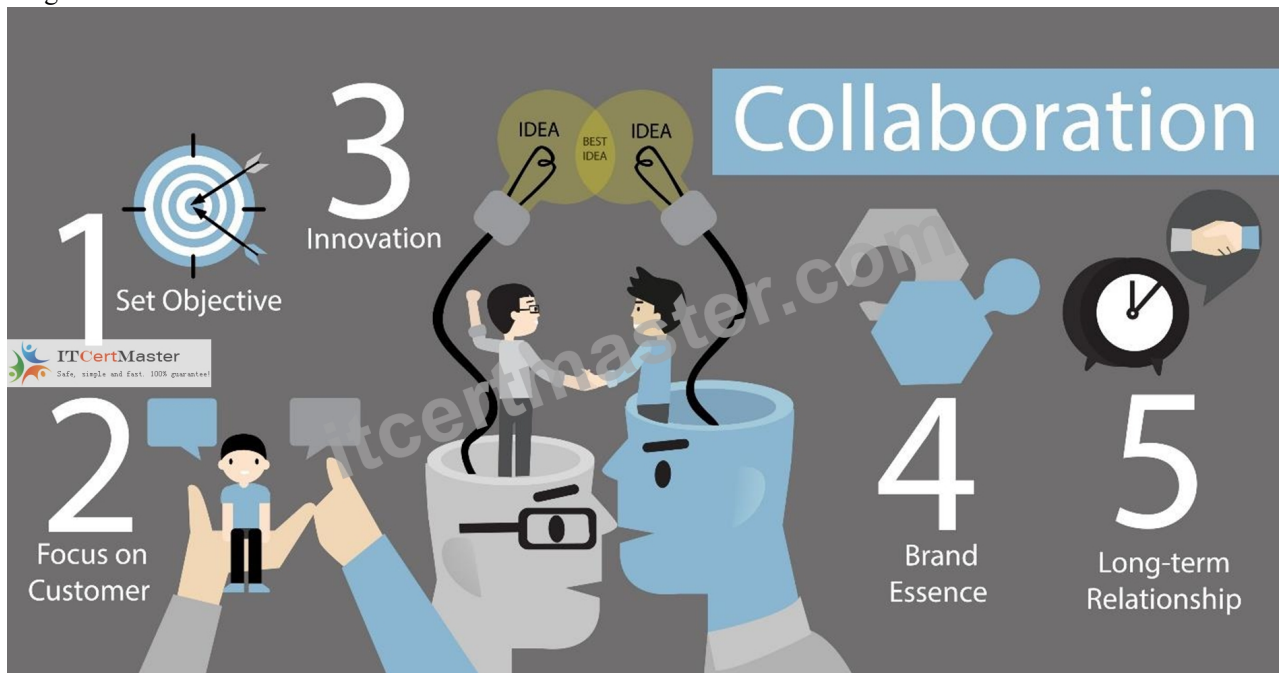
- A. The greater opportunity for interaction helps increase rapport.
- B. Verbal and nonverbal communication cues are easier to understand within a virtual team.
- C. Virtual team members generally report greater satisfaction with the group interaction process.
- **D. People can work together who might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

**Answer: D**

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 # 32

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

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

**Answer: D**

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 # 33

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







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