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WGU - Organizational Behavior - C715 Practice Exam Questions And Verified Answers 2025 Edition.

D) personality - Answer 1) Esther Lugo has gone for an interview at an advertising firm in Manhattan and has been asked to complete a self-report survey to help interviewers understand if she is the right candidate for the job. From the interview, they have found that she is extroverted, empathic, scrupulous, and cooperative in nature, which are key characteristics needed for the job. These characteristics about Lugo indicate her _____.

A) genealogy B) talent C) skill D) personality E) knowledge

E) extraverted - Answer Ellen Athers works as a communication executive at a travel house. She is known to be friendly with her colleagues and interacts with them regularly to build strong work relationships. She knows that her rapport with her co-workers is a crucial part of her work and invests time in these relationships. In addition, while making decisions, she is assertive and colleagues take her decisions seriously. Which of the following personality types is Athers most likely to be characterized by according to the Myers-Briggs Type Indicator (MBTI) classification? _____

A) introverted B) perceiving C) solitary D) brooder E) extraverted

B) An individual's personality is determined by molecular structure of the genes. - Answer Which of the following does the heredity approach state?

A) An individual's personality is determined by the social background one is brought up in.

B) An individual's personality is determined by molecular structure of the genes.

C) An individual's personality is influenced by the economic settings he is surrounded by.

D) A person's personality traits are created by the company he keeps i.e., his friends and family.

E) A person's personality traits are largely influenced by global trends and characteristics.

C) Conscientiousness - Answer _____ is as important for managers as for front-line employees and, among all Big Five Model traits, is most consistently related to job performance.

A) Extroversion

B) Agreeableness

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

NEW QUESTION # 14

When is organizational culture a liability?

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

Answer: A

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 # 15

Employee A noticed that Employee B was late for work, and A's perception of why B was late will determine what action A takes in this situation. Considering attribution theory, which factors will determine A's perception regarding whether B's behavior was internally or externally caused?

- A. Distinctiveness, consensus, and consistency
- B. Situation, attributes, and alternatives
- C. Creativity, relationships, and expertise
- D. Problem, criteria, and alternatives

Answer: A

Explanation:

Attribution theory is a cornerstone of social perception in the workplace, explaining how we judge people differently depending on what meaning we attribute to a given behavior. When we observe an individual's behavior, we attempt to determine whether it was internally caused (under the person's control) or externally caused (forced by the situation). According to Harold Kelley's model, this determination depends on three specific factors: distinctiveness, consensus, and consistency.

Distinctiveness refers to whether an individual displays different behaviors in different situations. If Employee B is late for work but is generally reliable in all other tasks, the behavior has high distinctiveness, suggesting an external cause (like a traffic jam). Consensus occurs if everyone who faces a similar situation responds in the same way. If every employee who took the same route as Employee B was also late, consensus is high, pointing to an external cause. Consistency looks at whether the person responds the same way over time. If Employee B is late every single day, consistency is high, which usually leads the observer to attribute the behavior to internal causes (like a lack of discipline). By analyzing these three dimensions, Employee A forms a perception that dictates their reaction—whether that be empathy for a one-time external delay or disciplinary action for a recurring internal habit.

NEW QUESTION # 16

What is an advantage of a strong organizational culture?

- A. There is a formation of strong employee commitment.
- B. There is ambiguity in what employees perceive as expectations.
- C. Core values are not intensely held and widely shared.

- D. The internal climate exhibits low behavioral control.

Answer: A

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

Answer: D

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

What is social loafing?

- A. An expectation that others will not act opportunistically when working collectively
- B. A process by which individuals attempt to control the impression others form of them
- **C. The tendency for individuals to expend less effort when working collectively than when working individually**
- D. The tendency for individuals to work harder when working collectively than when working individually

Answer: C

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 # 19

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