

Management Organizational Behavior Exam 1 Practice (Sample)

Study Guide



Everything you need from our exam experts!

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Introduction

Preparing for a certification exam can feel overwhelming, but with the right tools, it becomes an opportunity to build confidence, sharpen your skills, and move one step closer to your goals. At Examzify, we believe that effective exam preparation isn't just about memorization, it's about understanding the material, identifying knowledge gaps, and building the test-taking strategies that lead to success.

This guide was designed to help you do exactly that.

Whether you're preparing for a licensing exam, professional certification, or entry-level qualification, this book offers structured practice to reinforce key concepts. You'll find a wide range of multiple-choice questions, each followed by clear explanations to help you understand not just the right answer, but why it's correct.

The content in this guide is based on real-world exam objectives and aligned with the types of questions and topics commonly found on official tests. It's ideal for learners who want to:

- Practice answering questions under realistic conditions,
- Improve accuracy and speed,
- Review explanations to strengthen weak areas, and
- Approach the exam with greater confidence.

We recommend using this book not as a stand-alone study tool, but alongside other resources like flashcards, textbooks, or hands-on training. For best results, we recommend working through each question, reflecting on the explanation provided, and revisiting the topics that challenge you most.

Remember: successful test preparation isn't about getting every question right the first time, it's about learning from your mistakes and improving over time. Stay focused, trust the process, and know that every page you turn brings you closer to success.

Let's begin.

How to Use This Guide

This guide is designed to help you study more effectively and approach your exam with confidence. Whether you're reviewing for the first time or doing a final refresh, here's how to get the most out of your Examzify study guide:

1. Start with a Diagnostic Review

Skim through the questions to get a sense of what you know and what you need to focus on. Your goal is to identify knowledge gaps early.

2. Study in Short, Focused Sessions

Break your study time into manageable blocks (e.g. 30 - 45 minutes). Review a handful of questions, reflect on the explanations.

3. Learn from the Explanations

After answering a question, always read the explanation, even if you got it right. It reinforces key points, corrects misunderstandings, and teaches subtle distinctions between similar answers.

4. Track Your Progress

Use bookmarks or notes (if reading digitally) to mark difficult questions. Revisit these regularly and track improvements over time.

5. Simulate the Real Exam

Once you're comfortable, try taking a full set of questions without pausing. Set a timer and simulate test-day conditions to build confidence and time management skills.

6. Repeat and Review

Don't just study once, repetition builds retention. Re-attempt questions after a few days and revisit explanations to reinforce learning. Pair this guide with other Examzify tools like flashcards, and digital practice tests to strengthen your preparation across formats.

There's no single right way to study, but consistent, thoughtful effort always wins. Use this guide flexibly, adapt the tips above to fit your pace and learning style. You've got this!

Questions

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- 1. Which term describes a response to job dissatisfaction that is passive and leads to lateness and absenteeism?**
 - A. Voice response**
 - B. Loyalty response**
 - C. Neglect response**
 - D. Exit response**

- 2. Which concept is associated with a successful manager spending most of their time?**
 - A. Networking**
 - B. Communication**
 - C. Mass Communication**
 - D. Value Proposition**

- 3. Which term means going after a large share of one or a few smaller niches?**
 - A. Undifferentiated Mass Marketing**
 - B. Differentiated Targeting Strategy**
 - C. Concentrated Targeting Strategy**
 - D. Micromarketing**

- 4. Which segmentation considers the different benefits consumers seek from a product?**
 - A. Benefit Segmentation**
 - B. User Status**
 - C. Loyalty Status**
 - D. Cross-market Segmentation**

- 5. Which term describes a response to job dissatisfaction that involves actively and constructively trying to improve work conditions?**
 - A. Voice response**
 - B. Loyalty response**
 - C. Neglect response**
 - D. Exit response**

- 6. Which statement best describes the relationship among attitude components?**
- A. They are cognitive, affective, and behavioral components**
 - B. They are unrelated**
 - C. They are identical**
 - D. They are always measured together**
- 7. Low extroversion tends to present as which perception?**
- A. Reserved, reflective, and aloof**
 - B. Highly talkative and energetic**
 - C. Highly anxious**
 - D. Pragmatic and practical**
- 8. Which statement describes the purpose of experimental research in organizational behavior?**
- A. To describe phenomena in depth without manipulation.**
 - B. To test hypotheses under controlled conditions.**
 - C. To measure the strength of associations between variables.**
 - D. To capture complex real-world contexts.**
- 9. Figure head is required to perform routine duties of a legal and social nature. Which term best fits this role?**
- A. Figure head**
 - B. Liaison**
 - C. Monitor**
 - D. Spokesperson**
- 10. Which trait is defined as being organized, dependable, self-disciplined, and preferring planned behavior?**
- A. Conscientiousness**
 - B. Openness to experience**
 - C. Extroversion**
 - D. Neuroticism**

Answers

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1. C
2. A
3. C
4. A
5. A
6. A
7. A
8. B
9. A
10. A

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Explanations

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1. Which term describes a response to job dissatisfaction that is passive and leads to lateness and absenteeism?

- A. Voice response**
- B. Loyalty response**
- C. Neglect response**
- D. Exit response**

When employees feel dissatisfied, neglect is the passive reaction. It shows as reduced effort and withdrawal from work, which often appears as lateness and absenteeism. This is different from exit (leaving the organization), voice (speaking up to try to fix issues), or loyalty (staying with the hope that things will improve). Since the prompt emphasizes a passive response that leads to lateness and absenteeism, neglect is the best fit.

2. Which concept is associated with a successful manager spending most of their time?

- A. Networking**
- B. Communication**
- C. Mass Communication**
- D. Value Proposition**

Building and maintaining professional relationships is what a successful manager spends a lot of time doing. Networking is the practice of creating and nurturing a broad web of contacts inside and outside the organization. These connections provide access to information, resources, support, collaboration, and opportunities, which are essential for coordinating work, solving problems, and getting buy-in for initiatives. A manager's effectiveness often hinges on how well they can mobilize others and marshal resources, and that relies on a strong network built through consistent networking activities. While good communication is essential for exchanging information, it's the ongoing relationship-building aspect of networking that drives long-term access and influence. Mass communication focuses on broadcasting messages to large audiences, not on personal relationship development, and a value proposition is about the benefits offered to customers, not how a manager spends their time.

3. Which term means going after a large share of one or a few smaller niches?

- A. Undifferentiated Mass Marketing**
- B. Differentiated Targeting Strategy**
- C. Concentrated Targeting Strategy**
- D. Micromarketing**

Concentrated targeting strategy focuses on one or a few narrow market segments and aims to capture a large share within those niches by tailoring the offering to fit that specific group. This approach concentrates resources and marketing effort on a limited audience with the goal of dominating that tiny market segment, rather than trying to be all things to everyone or to cover many segments at once. Unlike undifferentiated mass marketing, which uses one mix for the broad market, or a differentiated targeting strategy that targets several segments with different mixes, the concentrated approach zeroes in on a single or very few niches to win a substantial share. Micromarketing narrows even further to very small groups or individuals, focusing on customization rather than aiming for a large market share within a niche.

4. Which segmentation considers the different benefits consumers seek from a product?

- A. Benefit Segmentation**
- B. User Status**
- C. Loyalty Status**
- D. Cross-market Segmentation**

Segmentation based on the benefits customers seek from a product. This approach groups people by the specific advantages they value, such as higher quality, ease of use, cost savings, reliability, or performance. Because it targets the actual reasons people choose one product over another, it helps marketers tailor features, messages, and even product designs to each benefit-focused group, making offerings more relevant and compelling. Other ways of segmenting look at how people relate to the product or brand rather than the benefits they want. For example, some groups are defined by whether someone is a new user, a regular user, or a former user. Others classify customers by how loyal they are to a brand. There are also approaches that compare audiences across different markets rather than by the benefits they seek. These distinctions don't center on the specific benefits driving purchase decisions, so they're less directly aligned with the goal of matching products to what customers value most.

5. Which term describes a response to job dissatisfaction that involves actively and constructively trying to improve work conditions?

- A. Voice response**
- B. Loyalty response**
- C. Neglect response**
- D. Exit response**

Actively and constructively trying to improve work conditions is the voice response. In this framework, voice means you don't quit or withdraw; you speak up about problems and propose concrete changes to fix them. It's proactive and aimed at improvement, such as raising concerns with your supervisor, suggesting process improvements, or proposing solutions that could reduce the dissatisfaction. This differs from loyalty, which is staying and hoping things get better without taking action, and from exit, which is leaving the job, or neglect, which is reducing effort or attention to duties.

6. Which statement best describes the relationship among attitude components?

- A. They are cognitive, affective, and behavioral components**
- B. They are unrelated**
- C. They are identical**
- D. They are always measured together**

Attitudes are composed of three parts: what we think (cognitive), what we feel (affective), and how we're prepared to act (behavioral). This tripartite structure means an attitude isn't just a single feeling or belief—it's a blend of beliefs about the object, the emotions it elicits, and the expected or intended actions toward it. These components are interconnected, shaping how strongly someone will respond, but they don't have to move in perfect lockstep. You can have beliefs that support a positive stance, yet feel negative emotions that temper action, or vice versa. In practice, researchers can assess each part separately or together to understand and influence attitudes, recognizing that the overall attitude reflects this combination of thoughts, feelings, and intentions.

7. Low extroversion tends to present as which perception?

- A. Reserved, reflective, and aloof**
- B. Highly talkative and energetic**
- C. Highly anxious**
- D. Pragmatic and practical**

Low extroversion shows up in social perception as someone who is reserved, reflective, and aloof. Extroversion describes how much energy a person gets from social interaction and how outwardly sociable they are; when that energy is low, people tend to think of the person as quiet and thoughtful, often taking time to think before speaking and preferring deeper, fewer interactions to loud, constant socializing. This explains why the option that portrays someone as reserved, reflective, and aloof is the best fit. In contrast, being highly talkative and energetic aligns with high extroversion and a tendency to seek frequent social engagement. Being highly anxious relates more to neuroticism than to extroversion, and pragmatic and practical describes a cognitive style that can occur at any level of extroversion.

8. Which statement describes the purpose of experimental research in organizational behavior?

- A. To describe phenomena in depth without manipulation.**
- B. To test hypotheses under controlled conditions.**
- C. To measure the strength of associations between variables.**
- D. To capture complex real-world contexts.**

Experimental research in organizational behavior focuses on testing hypotheses about cause and effect by manipulating an independent variable and keeping other factors constant. This controlled setup lets researchers determine whether changes in the manipulated factor produce systematic changes in the outcome, supporting causal inferences. That's why the statement describing testing hypotheses under controlled conditions is the best fit. Descriptive descriptions (without manipulation) and studies that measure associations without control cannot establish causality, and attempts to study real-world complexity often sacrifice the same level of control needed to draw causal conclusions.

9. Figure head is required to perform routine duties of a legal and social nature. Which term best fits this role?

- A. Figure head**
- B. Liaison**
- C. Monitor**
- D. Spokesperson**

The role being tested is the figurehead, which centers on ceremonial and representational duties a manager performs for the organization. The phrase “routine duties of a legal and social nature” describes activities like greeting visitors, signing official documents, attending formal events, and fulfilling social obligations on behalf of the organization. These tasks are about representing the organization rather than gathering information, coordinating with outside parties, or communicating policy externally. That’s why figurehead fits best. The other roles involve different focuses: liaising with outside contacts, monitoring information, or acting as the external spokesperson, rather than performing ceremonial or representational duties.

10. Which trait is defined as being organized, dependable, self-disciplined, and preferring planned behavior?

- A. Conscientiousness**
- B. Openness to experience**
- C. Extroversion**
- D. Neuroticism**

This describes conscientiousness, a dimension of the Big Five personality traits. It captures how organized, dependable, and self-disciplined a person is, along with a preference for planning and purposeful action. People high in conscientiousness tend to set goals, create and follow structured plans, stay reliable in their commitments, and regulate impulses to stay on track. This combination—orderliness, reliability, and self-control—best fits the description. In contrast, openness to experience relates to curiosity and creativity, extroversion to sociability and energy from interaction, and neuroticism to emotional stability.

Next Steps

Congratulations on reaching the final section of this guide. You've taken a meaningful step toward passing your certification exam and advancing your career.

As you continue preparing, remember that consistent practice, review, and self-reflection are key to success. Make time to revisit difficult topics, simulate exam conditions, and track your progress along the way.

If you need help, have suggestions, or want to share feedback, we'd love to hear from you. Reach out to our team at hello@examzify.com.

Or visit your dedicated course page for more study tools and resources:

<https://mgmtorgbehavior1.examzify.com>

We wish you the very best on your exam journey. You've got this!

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