

OFMA PRACTICE EXAMS (SAMPLE)

STUDY GUIDE



SAMPLE STUDY GUIDE WITH LIMITED QUESTIONS

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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 of the following is part of the micro environment?**
 - A. Labour markets
 - B. Vision
 - C. Consumers
 - D. Intermediaries
- 2. Which elements are typically documented in a risk register for facilities management?**
 - A. Identified risks, likelihood, impact, mitigations, owners, and status for tracking.
 - B. The incident reports and response actions.
 - C. A record of maintenance schedules and costs.
 - D. A detailed architectural drawing of the facility.
- 3. A leader who inspires employees through their personality, confidence, and enthusiasm is described as?**
 - A. Charismatic Leadership
 - B. Laissez-Faire Leadership
 - C. Autocratic Leadership
 - D. LMX
- 4. Which practice helps employees improve skills and performance through guidance?**
 - A. Discipline corrects unacceptable behaviour and enforces organisational rules.
 - B. Counselling supports employees in solving personal or work-related problems affecting performance.
 - C. Performance measurement ensures employees meet required standards and goals.
 - D. Coaching helps employees improve skills and performance through guidance.
- 5. A feature of the macro external environment is:**
 - A. Stable internal processes
 - B. Sudden changes in society that can have positive and negative impact on organizations
 - C. Short-term planning
 - D. Consistent demand

- 6. Diversity refers to the differences among people in an organisation, such as culture, background, skills, and perspectives.**
- A. Diversity
 - B. Intergroup Conflict
 - C. Smoothing Strategy
 - D. Avoiding Strategy
- 7. What is the primary objective of a redundancy plan in facilities management?**
- A. Increase energy consumption.
 - B. Provide backup for critical systems to prevent single points of failure.
 - C. Centralize all facilities into a single site.
 - D. Delay maintenance tasks.
- 8. Planning is the management function of.**
- A. Setting budgets only.
 - B. Coordinating daily activities without goals.
 - C. Setting goals, determining actions to achieve them, and deciding in advance how resources will be used effectively and efficiently.
 - D. Controlling quality after production.
- 9. When two units within a company openly discuss and negotiate to reach a solution by giving up some demands, this illustrates which strategy?**
- A. Smoothing Strategy
 - B. Forcing Strategy
 - C. Compromising Strategy
 - D. Problem-Solving Strategy
- 10. Which conflict-management strategy involves ignoring the conflict or withdrawing from it?**
- A. Smoothing Strategy
 - B. Forcing Strategy
 - C. Avoiding Strategy
 - D. Compromising Strategy

Answers

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

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Explanations

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1. Which of the following is part of the micro environment?

- A. Labour markets
- B. Vision**
- C. Consumers
- D. Intermediaries

The key idea here is that the micro environment consists of forces close to the company that it can influence directly. The vision is an internal element—the organization's stated direction and priorities—that guides strategy, culture, and daily decisions. Because it originates inside the company and shapes how the firm interacts with its immediate ecosystem (such as customers, suppliers, and intermediaries), it sits firmly within the micro environment. Labour markets are broader economic conditions outside the firm's direct control, so they are considered macro factors. Consumers and intermediaries are external players the company engages with, which are also part of the micro environment, but the option describing an internal guiding element—the organization's vision—best fits the concept being tested.

2. Which elements are typically documented in a risk register for facilities management?

- A. Identified risks, likelihood, impact, mitigations, owners, and status for tracking.**
- B. The incident reports and response actions.
- C. A record of maintenance schedules and costs.
- D. A detailed architectural drawing of the facility.

In facilities management, a risk register is a living record that inventories potential threats to operations and tracks how each is being addressed. The most useful entry includes a clear description of the risk, an assessment of how likely it is to occur (likelihood) and how severe the impact would be (impact), the planned or implemented mitigations to reduce that risk, the person or role responsible for managing the risk (owners), and the current status or progress of those actions. This combination lets teams prioritize which risks need attention, assign accountability, and monitor whether mitigation efforts are working over time. Incident reports and response actions belong in incident management; they document what happened and how it was handled after the event, rather than the proactive risk-planning record. Maintenance schedules and costs relate to asset maintenance and lifecycle management, not the formal risk tracking itself. Detailed architectural drawings are design or asset documentation, useful for planning and operations but not the structured risk-tracking data used to steer risk responses.

3. A leader who inspires employees through their personality, confidence, and enthusiasm is described as?

- A. Charismatic Leadership**
- B. Laissez-Faire Leadership
- C. Autocratic Leadership
- D. LMX

Charismatic leadership is shown when a leader inspires others through personal presence, confidence, and enthusiasm. This style uses the leader's personality and emotional energy to energize and motivate followers, creating a shared sense of purpose and drive. The description fits because it emphasizes the inspirational power of the leader's charm and vision rather than relying on formal authority or hands-off style. Laissez-faire is a hands-off approach with minimal direction, so it doesn't rely on personality-driven inspiration. Autocratic leadership centers on issuing orders and centralized control, not on energizing people through personal demeanor. LMX focuses on the quality of the relationship between leader and followers, not primarily on the leader's charisma.

4. Which practice helps employees improve skills and performance through guidance?

- A. Discipline corrects unacceptable behaviour and enforces organisational rules.
- B. Counselling supports employees in solving personal or work-related problems affecting performance.
- C. Performance measurement ensures employees meet required standards and goals.
- D. Coaching helps employees improve skills and performance through guidance.**

Guided development of skills and performance through ongoing support is the practice being tested. Coaching focuses on helping employees improve by providing structured guidance, feedback, and opportunities to practice new skills. A coach works with the employee to set development goals, identify skill gaps, demonstrate techniques, and review progress, creating a tailored plan that translates learning into better on-the-job performance. Discipline is about correcting unacceptable behavior and enforcing rules, which addresses behavior and compliance rather than skill growth. Counselling deals with personal or work-related problems that can affect performance but isn't primarily focused on developing specific abilities. Performance measurement checks whether standards and goals are met, but it doesn't itself provide the guidance or practice needed to improve skills.

5. A feature of the macro external environment is:

- A. Stable internal processes
- B. Sudden changes in society that can have positive and negative impact on organizations**
- C. Short-term planning
- D. Consistent demand

Macro external environment consists of broad forces outside the organization that can affect strategy and performance. These include societal changes, demographics, economic trends, political and legal frameworks, technology, and global dynamics. Because these forces lie outside the firm's control, they can change suddenly and unpredictably, producing opportunities and threats. The statement about sudden changes in society with potential positive or negative impacts aligns with this idea, illustrating how social shifts can alter demand, customer expectations, or regulatory conditions. Internal processes, short-term planning, or stable demand describe internal operations or predictable conditions rather than external macro forces.

6. Diversity refers to the differences among people in an organisation, such as culture, background, skills, and perspectives.

- A. Diversity**
- B. Intergroup Conflict
- C. Smoothing Strategy
- D. Avoiding Strategy

Diversity is about the variety of differences people bring to an organization—culture, background, skills, and perspectives. This concept focuses on the presence of varied attributes among members, which can enrich decision-making and creativity. The other terms describe ways people interact or handle conflict (intergroup conflict) or approaches to managing it (smoothing or avoiding), rather than what diversity means. So the statement that diversity refers to the differences among people in an organization best matches the idea of the mix of cultures, backgrounds, skills, and viewpoints that exist within the team.

7. What is the primary objective of a redundancy plan in facilities management?

- A. Increase energy consumption.
- B. Provide backup for critical systems to prevent single points of failure.**
- C. Centralize all facilities into a single site.
- D. Delay maintenance tasks.

Redundancy planning in facilities management centers on keeping essential operations up and running by providing backups for critical systems. The goal is to eliminate a single point of failure, so if one component fails or a path is disrupted, there's an alternate means to deliver the same service. This strengthens availability, reduces downtime, and supports continuity of operations during incidents. Think of it as building in spare capacity—like backup power, duplicated networks, or mirror systems—so outages don't cascade into bigger problems. The other options miss the core aim: increasing energy use isn't about continuity, centralizing everything creates new single points of risk, and delaying maintenance undermines reliability and resilience.

8. Planning is the management function of.

- A. Setting budgets only.
- B. Coordinating daily activities without goals.
- C. Setting goals, determining actions to achieve them, and deciding in advance how resources will be used effectively and efficiently.**
- D. Controlling quality after production.

Planning is the management function that looks ahead to achieve objectives by deciding in advance what to do and how to use resources. It involves setting goals, mapping out the actions needed to reach them, and allocating resources so they're used effectively and efficiently. This forward-looking process guides decisions and coordinates activities toward a clear direction. The best choice captures this full scope. Setting budgets alone is too narrow, since planning covers more than budgeting. Coordinating daily activities without goals misses the essential objective orientation that planning provides. Controlling quality after production belongs to the controlling function, not planning, because it happens after actions have taken place.

9. When two units within a company openly discuss and negotiate to reach a solution by giving up some demands, this illustrates which strategy?

- A. Smoothing Strategy
- B. Forcing Strategy
- C. Compromising Strategy**
- D. Problem-Solving Strategy

Compromising is the negotiation approach where both sides give up some demands to reach a middle ground. In this scenario, two units openly discuss and negotiate and arrive at a solution by making concessions. That give-and-take signals a mid-range settlement that resolves the issue quickly while preserving working relationships. Smoothing aims to preserve harmony without significant concessions; forcing relies on one side pressuring the other; and problem-solving (collaboration) seeks to fully satisfy underlying interests through joint exploration. The described situation best matches compromising.

10. Which conflict-management strategy involves ignoring the conflict or withdrawing from it?

- A. Smoothing Strategy
- B. Forcing Strategy
- C. Avoiding Strategy**
- D. Compromising Strategy

Avoiding is a withdrawal approach to conflict: ignoring the issue or stepping away from the situation rather than addressing it directly. This can lower immediate tension, but it often leaves the underlying problem unresolved and may frustrate others or let the issue linger. It's most useful when the matter is trivial, emotions are too heated, or you need time to cool down. By comparison, smoothing aims to preserve harmony by pleasing the other person, forcing uses power to push a personal solution, and compromising involves both sides making concessions to meet in the middle.

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://ofma.examzify.com>

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

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