

# Western Governors University (WGU) MGMT3000 C715 Organizational Behavior Practice Exam (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

- 1. What best describes the role of a manager in an organizational setting?**
  - A. To inspire and motivate followers**
  - B. To supervise and coordinate tasks**
  - C. To serve the needs of the organization**
  - D. To influence team dynamics**
- 2. Referent power is primarily influenced by what factor?**
  - A. Identification with a person having desirable traits**
  - B. Legitimacy within a formal hierarchy**
  - C. Significant skills or knowledge**
  - D. Formal authority**
- 3. What defines a vision in an organizational context?**
  - A. A short-term objective for employees**
  - B. A long-term strategy for achieving goals**
  - C. A review of past successes and failures**
  - D. A list of immediate tasks to be completed**
- 4. Which aspect defines the extent to which a leader clarifies roles for themselves and subordinates?**
  - A. Task Delegation**
  - B. Initiating Structure**
  - C. Team Management**
  - D. Empowerment**
- 5. What type of conflict arises from differences in interpersonal relationships?**
  - A. Relationship conflict**
  - B. Process conflict**
  - C. Content conflict**
  - D. Structural conflict**

- 6. Which of the following describes intrinsic task motivation?**
- A. A motivation driven by external rewards**
  - B. A desire to perform well due to personal satisfaction**
  - C. A need for recognition from peers**
  - D. A longing for social acceptance**
- 7. What instrument measures if a person is task or relationship-oriented?**
- A. Situational Leadership Survey**
  - B. Least Preferred Co-worker (LPC) Questionnaire**
  - C. Leadership Style Assessment**
  - D. Employee Engagement Index**
- 8. Individuals with a social personality type typically prefer activities that involve what?**
- A. Helping and developing others**
  - B. Analyzing and organizing data**
  - C. Performing physical tasks**
  - D. Following rules and procedures**
- 9. Which type of power is based on a leader's ability to use fear?**
- A. Reward power**
  - B. Coercive power**
  - C. Influence power**
  - D. Dependence**
- 10. What is a psychological contract?**
- A. An unwritten agreement regarding expectations between management and employees**
  - B. A formal document outlining employee roles**
  - C. A series of training sessions for employee development**
  - D. An evaluation tool for assessing performance**



## **Answers**

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

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## **Explanations**

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**1. What best describes the role of a manager in an organizational setting?**

- A. To inspire and motivate followers**
- B. To supervise and coordinate tasks**
- C. To serve the needs of the organization**
- D. To influence team dynamics**

The role of a manager in an organizational setting is best described by the concept of supervising and coordinating tasks. This involves overseeing various functions within the organization, ensuring that the team effectively executes its tasks, and aligning their efforts with the broader organizational goals. Managers are responsible for organizing resources, setting objectives, assigning responsibilities, and monitoring progress, which is crucial for maintaining operational efficiency and productivity. While inspiring and motivating followers, serving the needs of the organization, and influencing team dynamics are important aspects of management, they often fall under the broader scope of supervising and coordinating tasks. A manager's primary focus is to ensure that all activities are well-managed, structured, and executed effectively, which ultimately supports the organization's mission and objectives. Therefore, the emphasis on supervision and coordination captures the essence of management responsibilities in a straightforward manner.

**2. Referent power is primarily influenced by what factor?**

- A. Identification with a person having desirable traits**
- B. Legitimacy within a formal hierarchy**
- C. Significant skills or knowledge**
- D. Formal authority**

Referent power stems from the influence that a person has over others because of their perceived attractiveness, likability, or charisma, which often arises from their desirable traits. When individuals identify with someone who exhibits these traits—such as confidence, integrity, or kindness—they are more likely to be influenced by that person. This identification leads to a desire to emulate or associate with them, which enhances the person's referent power. While other types of power, such as legitimate power or expert power, arise from different sources—like formal authority or specific skills—referent power is unique in its dependence on the personal attributes and relationships between individuals. It emphasizes the social and emotional connections that foster a sense of admiration and respect. Consequently, the influence of referent power is significantly tied to the traits that draw others to the individual, distinguishing it from other forms of power.

### 3. What defines a vision in an organizational context?

- A. A short-term objective for employees
- B. A long-term strategy for achieving goals**
- C. A review of past successes and failures
- D. A list of immediate tasks to be completed

A vision in an organizational context is characterized by its focus on providing a clear, long-term perspective that helps to direct the organization toward its overarching goals. It articulates what the organization aspires to achieve in the future and serves as a motivational guide for employees and stakeholders, fostering a sense of purpose and direction. The emphasis on long-term strategy is crucial because a vision outlines the desired future state of the organization, which informs decision-making and strategy formulation. While it does not detail the specific steps required to achieve these aspirations, it establishes the ultimate destination. It inspires commitment and alignment within the organization, ensuring that everyone understands and works towards shared objectives. In contrast, short-term objectives, reviews of past performances, and immediate task lists focus on more tactical aspects of management. They are typically operational in nature and do not carry the inspirational weight or forward-looking perspective that a vision embodies. Thus, the correct understanding of a vision is rooted in its function as a foundational element of an organization's long-term aspirations and strategic direction.

### 4. Which aspect defines the extent to which a leader clarifies roles for themselves and subordinates?

- A. Task Delegation
- B. Initiating Structure**
- C. Team Management
- D. Empowerment

The correct choice highlights the concept of "initiating structure," which refers to the extent to which a leader defines and organizes their own role and the roles of their team members. In this context, initiating structure involves setting clear expectations, providing direction, and focusing on task completion. A leader who effectively initiates structure helps to clarify job responsibilities, outlines processes, and establishes a framework within which team members operate. This clarity fosters an understanding of what is required from each individual, enhances productivity, and contributes to higher levels of organizational efficiency. By establishing clear roles, leaders can ensure that their team members understand their specific tasks, responsibilities, and how they relate to the broader goals of the organization. This approach can lead to increased motivation, better performance, and a more cohesive working environment as everyone knows what is expected of them and how they contribute to the team's success. In contrast, the other choices—task delegation, team management, and empowerment—while important elements of leadership, do not specifically focus on the clarity of roles. Task delegation emphasizes the assignment of tasks to team members, team management centers on overseeing group dynamics, and empowerment relates more to giving employees autonomy and authority. Thus, none of these concepts directly address the role clarification aspect as effectively as initiating

**5. What type of conflict arises from differences in interpersonal relationships?**

**A. Relationship conflict**

**B. Process conflict**

**C. Content conflict**

**D. Structural conflict**

Relationship conflict specifically arises from differences in interpersonal relationships, such as personality clashes, differing values, or misunderstandings between individuals. This type of conflict often stems from emotional issues and personal grievances rather than technical disagreements or differences in role expectations. When people have varying communication styles, emotional responses, or social preferences, it can lead to tension and discord, impacting collaboration and team dynamics. Understanding that relationship conflict is fundamentally about the emotional and interpersonal aspects of interactions helps to address the underlying issues effectively. It emphasizes the importance of emotional intelligence and open communication in resolving disagreements, fostering a more cooperative and positive team environment. In contrast, other types of conflict, such as process conflict or content conflict, focus more on procedural aspects or specific task-related issues rather than the personal dynamics between individuals.

**6. Which of the following describes intrinsic task motivation?**

**A. A motivation driven by external rewards**

**B. A desire to perform well due to personal satisfaction**

**C. A need for recognition from peers**

**D. A longing for social acceptance**

The concept of intrinsic task motivation is defined by an individual's desire to engage in a task for the inherent satisfaction it provides rather than for external rewards or recognition. This means that people who are intrinsically motivated find joy, fulfillment, or a sense of accomplishment from completing the task itself. They are driven by personal enjoyment and the challenge or interest the task presents, leading to greater engagement and persistence. This stands in contrast to motivations that stem from external sources, such as financial incentives, praise, or social acceptance. While those factors can influence behavior, they don't encompass the essence of intrinsic motivation, which is rooted in personal achievement and satisfaction. The focus of intrinsic motivation is on the internal rewards of the activity, making it a powerful driver for sustained effort and creativity.

**7. What instrument measures if a person is task or relationship-oriented?**

- A. Situational Leadership Survey**
- B. Least Preferred Co-worker (LPC) Questionnaire**
- C. Leadership Style Assessment**
- D. Employee Engagement Index**

The Least Preferred Co-worker (LPC) Questionnaire is designed specifically to assess an individual's leadership style in terms of whether they are more task-oriented or relationship-oriented. This instrument presents respondents with a series of questions regarding their feelings toward their least preferred coworker, which helps to uncover their underlying leadership approach. When a person rates their least preferred coworker favorably, it typically indicates a more relationship-oriented style, as this approach values interpersonal relationships and social dynamics. Conversely, a less favorable rating suggests a task-oriented focus, highlighting the importance of goal achievement and work efficiency over personal relationships. This distinction is crucial in understanding how individuals approach leadership and team dynamics in organizational behavior. The other options, while they may relate to leadership or organizational assessments, do not specifically measure the dichotomy between task-oriented and relationship-oriented leadership styles in the same direct manner as the LPC Questionnaire does.

**8. Individuals with a social personality type typically prefer activities that involve what?**

- A. Helping and developing others**
- B. Analyzing and organizing data**
- C. Performing physical tasks**
- D. Following rules and procedures**

Individuals with a social personality type are characterized by their strong inclination toward interpersonal interactions, nurturing relationships, and engaging in activities that involve helping and developing others. This preference aligns with the core aspects of the social personality type, as individuals in this category often thrive in environments that allow them to connect with people, offer support, and engage in collaborative efforts. They are typically drawn to roles that involve coaching, teaching, counseling, or other professions where they can positively influence and assist others in their growth and development. The preference for helping and developing others reflects a deeper understanding of the emotional and social dynamics at play within a group or community. Such individuals often exhibit empathy, a desire for harmony, and a fulfillment that comes from fostering others' success. In contrast, other activities related to the other personality types involve less direct interaction with people. Analyzing and organizing data pertains more to analytical or investigative types, performing physical tasks aligns with practical or realistic types, and following rules and procedures suits conventional personality types. Each of these options represents different values and strengths, making the focus on helping and developing others the hallmark of the social personality type.

**9. Which type of power is based on a leader's ability to use fear?**

- A. Reward power**
- B. Coercive power**
- C. Influence power**
- D. Dependence**

The correct answer is based on coercive power, which is defined as the ability of a leader to influence others through the use of fear, punishment, or negative consequences. In an organizational context, coercive power can manifest in various forms, such as the threat of being demoted, reprimanded, or even terminated if certain behaviors are not followed. This type of power is effective in ensuring compliance, particularly in situations where immediate action is necessary or where other forms of motivation might not be sufficient. Coercive power operates on the principle that individuals will act in a certain way to avoid unpleasant outcomes. This contrasts with forms of power like reward power, which relies on positive reinforcement and incentives, such as bonuses or promotions. While coercive power can be effective in the short term, it may lead to a negative workplace culture and lack of trust in the long run, as employees may feel compelled to comply out of fear rather than genuine commitment or motivation. Understanding the dynamics of coercive power is essential in organizational behavior because it highlights the implications of using fear as a leadership strategy and encourages leaders to consider more positive approaches to influence their teams.

**10. What is a psychological contract?**

- A. An unwritten agreement regarding expectations between management and employees**
- B. A formal document outlining employee roles**
- C. A series of training sessions for employee development**
- D. An evaluation tool for assessing performance**

A psychological contract refers to the unwritten, implicit agreement that exists between management and employees regarding their expectations of each other. This is based on mutual beliefs, perceptions, and informal obligations that do not typically appear in formal documents. This concept emphasizes the expectations around job security, career development, workload, and interpersonal relationships within the workplace. In contrast, a formal document outlining employee roles would be more concrete and specific, typically detailing job descriptions and responsibilities rather than the relational expectations that define a psychological contract. Training sessions focus on skill development, which is an aspect of employee growth but does not encapsulate the broader mutual understandings of expectations. An evaluation tool designed for performance assessment evaluates the effectiveness of employees based on measurable criteria, rather than the implicit understandings and commitments that characterize psychological contracts. Therefore, the correct answer highlights the informal and nuanced nature of the relationships and expectations between employees and management.



## 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](mailto:hello@examzify.com).**

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

**<https://wgu-mgmt3000-c715.examzify.com>**

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