

WESTERN GOVERNORS UNIVERSITY (WGU) MGMT3000 C715 ORGANIZATIONAL BEHAVIOR PRACTICE EXAM (SAMPLE) STUDY GUIDE



SAMPLE STUDY GUIDE WITH LIMITED QUESTIONS

**VISIT US ONLINE FOR
THE FULL VERSION STUDY GUIDE**

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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. What kind of power is derived from an individual's characteristics?**
 - A. Legitimate power
 - B. Personal power
 - C. Expert power
 - D. Referent power
- 2. Which trait best describes someone who is sociable and assertive?**
 - A. Neuroticism
 - B. Extraversion
 - C. Conscientiousness
 - D. Agreeableness
- 3. What is an example of defensive behavior in the workplace?**
 - A. Seeking collaboration
 - B. Excessive conformity
 - C. Encouraging teamwork
 - D. Pursuing genuine feedback
- 4. Which ethical framework prioritizes the greatest good for the greatest number?**
 - A. Utilitarianism
 - B. Deontology
 - C. Virtue ethics
 - D. Relativism
- 5. Which term refers to the enhancement of positive outcomes in organizational behavior?**
 - A. Workforce homogeneity
 - B. Positive organizational scholarship
 - C. Strategic management
 - D. Performance appraisal

6. Role expectations are defined as?

- A. How others believe a person should act in a given situation
- B. Personal understanding of one's role in an organization
- C. A contract between employee and employer
- D. The shared beliefs of group members

7. What do self-managed work teams typically consist of?

- A. 5 to 12 employees from different departments
- B. 5 to 12 employees from the same department
- C. 10 to 15 employees from various hierarchical levels
- D. A large number of personnel with various expertise

8. What defines 'process conflict' in a workplace?

- A. Disagreements about content and objectives
- B. Challenges in management structures
- C. Disputes over methods used for tasks
- D. Interpersonal issues among employees

9. Which term describes activities that influence the distribution of advantages within an organization?

- A. Political behavior
- B. Defensive behaviors
- C. Personal power
- D. Expert power

10. Which managerial function includes motivating employees and resolving conflicts?

- A. Planning
- B. Leading
- C. Controlling
- D. Organizing

Answers

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

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Explanations

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1. What kind of power is derived from an individual's characteristics?

- A. Legitimate power
- B. Personal power**
- C. Expert power
- D. Referent power

The concept of personal power relates to the influence an individual exerts based on their unique traits, characteristics, and interpersonal relationships. This type of power is often rooted in qualities such as charisma, self-confidence, and certain emotional competencies that enable an individual to inspire and motivate others. When someone possesses personal power, they are often viewed as trustworthy, relatable, and influential due to their inherent characteristics rather than any formal authority or position. In contrast, legitimate power is based on a formal role or position within an organization, and expert power stems from an individual's specialized knowledge or skills in a particular area. Referent power is tied to the personal attributes of the person being admired or looked up to, but it specifically involves the admiration and respect of others, which aligns closely with the concept of personal power. Both expert and referent powers hinge on specific competencies and relationships, while personal power emphasizes the broader range of personal characteristics that contribute to an individual's ability to influence others. This distinction highlights why the focus is on personal power, as it encapsulates the essence of influence derived directly from individual traits.

2. Which trait best describes someone who is sociable and assertive?

- A. Neuroticism
- B. Extraversion**
- C. Conscientiousness
- D. Agreeableness

The trait that best describes someone who is sociable and assertive is extraversion. Extraversion is characterized by a tendency to seek stimulation and engage with others, often exhibiting high levels of energy, enthusiasm, and sociability. Individuals high in extraversion are typically comfortable in social settings, enjoy interacting with people, and are likely to take the initiative in conversations and activities. In contrast, while neuroticism relates to emotional instability and anxiety, it does not encompass the sociable or assertive qualities that define extraversion. Conscientiousness pertains to a person's level of organization, dependability, and discipline, which does not directly relate to sociability or assertiveness. Agreeableness involves the ability to be compassionate, cooperative, and friendly, but it does not necessarily imply assertiveness, as agreeable individuals may prioritize harmony over assertive behavior. Therefore, extraversion encapsulates both sociability and assertiveness effectively, making it the most appropriate answer.

3. What is an example of defensive behavior in the workplace?

- A. Seeking collaboration
- B. Excessive conformity**
- C. Encouraging teamwork
- D. Pursuing genuine feedback

Defensive behavior in the workplace typically manifests as actions that individuals take to protect themselves from perceived threats, criticism, or challenges, often at the expense of openness and innovation. Excessive conformity exemplifies this type of behavior because it reflects an individual's strong desire to fit in and avoid standing out in a way that could attract negative attention. This can lead to a stifling of creativity and independent thought, as individuals may adhere strictly to group norms rather than expressing their own ideas or concerns. The context for this behavior includes environments where the culture promotes rigid adherence to rules and expectations, potentially leading to a lack of diverse perspectives. In such cases, employees may feel that deviating from the norm could put their job security at risk, thus promoting a mindset focused on defensive conformity. The other options provided, like seeking collaboration, encouraging teamwork, and pursuing genuine feedback, are all positive behaviors that typically foster an open and constructive work environment. These actions are aimed at building relationships and enhancing communication among team members, which counteracts the essence of defensive behavior.

4. Which ethical framework prioritizes the greatest good for the greatest number?

- A. Utilitarianism**
- B. Deontology
- C. Virtue ethics
- D. Relativism

Utilitarianism is the ethical framework that focuses on maximizing overall happiness or benefit, prioritizing the greatest good for the greatest number of people. This approach evaluates the morality of an action based on its consequences, advocating for actions that produce the most favorable balance of good outcomes over bad ones for the majority. In practical terms, utilitarianism often involves weighing the potential benefits and harms of different actions and choosing one that leads to the highest net positive impact. This framework is particularly relevant in policymaking and ethical decision-making contexts, where the effects of decisions can be measured in terms of overall societal benefit. The other frameworks present different perspectives: deontology emphasizes the morality of actions based on rules and duties rather than outcomes, virtue ethics focuses on the character and virtues of individuals, and relativism suggests that moral standards are based on cultural context rather than being universal. Each framework offers valuable insights but does not center on the concept of maximizing utility for the most people in the same way that utilitarianism does.

5. Which term refers to the enhancement of positive outcomes in organizational behavior?

- A. Workforce homogeneity
- B. Positive organizational scholarship**
- C. Strategic management
- D. Performance appraisal

The term that refers to the enhancement of positive outcomes in organizational behavior is positive organizational scholarship. This concept focuses on understanding and fostering the strengths and potentials within organizations, particularly in a way that promotes positive practices, outcomes, and experiences for individuals and teams. It emphasizes resilience, thriving, and optimal functioning within organizational settings, and encompasses research and applications aimed at creating a positive workplace culture. By concentrating on the positive aspects of organizational life, positive organizational scholarship encourages organizations to build on what works well, leading to improved employee satisfaction, higher productivity, and overall better organizational performance. This approach contrasts with more traditional perspectives that might focus primarily on problems and deficiencies within organizations. The other options, while relevant to organizational behavior, do not specifically highlight the enhancement of positive outcomes in the same comprehensive manner as positive organizational scholarship does. Workforce homogeneity relates to uniformity in demographics and can have varied implications for innovation and diversity. Strategic management encompasses broader organizational planning and competitive strategy but does not intrinsically focus on positive outcomes. Performance appraisal refers to the evaluation of employee performance and development but primarily serves as an assessment tool rather than a proactive foster for positive organizational behavior.

6. Role expectations are defined as?

- A. How others believe a person should act in a given situation**
- B. Personal understanding of one's role in an organization
- C. A contract between employee and employer
- D. The shared beliefs of group members

The correct answer is based on the fundamental understanding of role expectations within organizational behavior. Role expectations refer to the perceptions and beliefs that others have regarding how an individual should behave in a specific role or situation. This concept is grounded in social norms, where different roles carry inherent expectations that guide individuals in their interactions and responsibilities. For instance, in a workplace setting, a manager is generally expected to exhibit leadership qualities, provide guidance to team members, and make decisions that benefit the organization. These expectations shape how colleagues and subordinates perceive and interact with the manager, influencing their behavior and attitudes towards that individual. In contrast, the incorrect choices focus on other aspects of role dynamics. Personal understanding of one's role emphasizes individual interpretation rather than external expectations. A contract between an employee and employer typically refers to formal agreements that outline job responsibilities and obligations, while shared beliefs of group members pertain more to collective norms rather than individual role expectations. Thus, the emphasis on others' beliefs about how a person should act best encapsulates the essence of role expectations.

7. What do self-managed work teams typically consist of?

- A. 5 to 12 employees from different departments
- B. 5 to 12 employees from the same department**
- C. 10 to 15 employees from various hierarchical levels
- D. A large number of personnel with various expertise

Self-managed work teams typically consist of a small group of employees who are often from the same department, allowing for a focused collaboration on specific tasks or projects relevant to that area. This approach fosters a cohesive work environment where team members can leverage their shared knowledge and skills to enhance productivity and creativity. Being drawn from the same department means that team members usually have a common understanding of the work processes and goals, which facilitates effective communication and collaboration. This alignment helps teams to not only make collective decisions but also take responsibility for managing their own workflows, thereby increasing autonomy and accountability. In contrast, teams composed of members from various departments or hierarchical levels may face challenges related to differing perspectives or departmental priorities, which can complicate decision-making and communication. Moreover, larger teams or those with a variety of expertise might struggle to coordinate effectively, making it harder to achieve the desired outcomes of self-management.

8. What defines 'process conflict' in a workplace?

- A. Disagreements about content and objectives
- B. Challenges in management structures
- C. Disputes over methods used for tasks**
- D. Interpersonal issues among employees

Process conflict in the workplace specifically refers to disputes over the methods used to accomplish tasks. This type of conflict arises when team members have different opinions or disagreements about how to approach a project, such as the procedures, strategies, or techniques that should be employed. Understanding process conflict is essential because it can impact teamwork and collaboration. When individuals have conflicting views on task execution, it can lead to frustration, inefficiency, and even reduced morale within a group. A well-resolved process conflict can lead to improved clarity and better methods for tackling tasks, as team members may come to a consensus on the most effective approach to achieve their goals. The other options describe different forms of conflict. Disagreements about content and objectives are more aligned with goal conflict, while challenges in management structures may relate to hierarchical issues within the organization. Interpersonal issues among employees would fall under relational or interpersonal conflict. Therefore, these other types of conflict do not capture the essence of process conflict, which is specifically centered around the "how" of task execution.

9. Which term describes activities that influence the distribution of advantages within an organization?

- A. Political behavior**
- B. Defensive behaviors
- C. Personal power
- D. Expert power

The term that describes activities influencing the distribution of advantages within an organization is political behavior. This concept encompasses the various ways individuals and groups use their influence and power dynamics to gain resources, recognition, or favorable positions within the organizational structure. Political behavior involves strategies such as networking, building alliances, and maneuvering within the social landscape of the organization to achieve specific outcomes, often to enhance one's own status or benefits. In contrast, defensive behaviors typically refer to actions that individuals take to protect themselves from potential threats or criticism within the organization, rather than actively seeking to shape the distribution of advantages. Personal power and expert power pertain to different forms of influence based on individual characteristics or skills, but they do not inherently focus on manipulating organizational politics or advantage distribution the way political behavior does.

10. Which managerial function includes motivating employees and resolving conflicts?

- A. Planning
- B. Leading**
- C. Controlling
- D. Organizing

The managerial function that includes motivating employees and resolving conflicts is leading. Leading involves guiding and influencing team members to achieve organizational goals. This function is crucial because it focuses on interpersonal relationships within a team, fostering a positive work environment, and ensuring that employees are engaged and motivated in their roles. Effective leaders understand the importance of addressing conflicts that may arise among team members, as well as recognizing and nurturing individual talents and contributions to enhance overall performance. This function contrasts with other managerial aspects such as planning, which revolves around setting objectives and determining a course of action, controlling, which involves monitoring and evaluating progress toward goals, and organizing, which focuses on arranging resources and tasks to implement the plan effectively. Leading integrates these functions by ensuring that the human element within an organization is accounted for and that employees feel valued and supported, ultimately driving better outcomes.

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:

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

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