MANAGEMENT ORGANIZATIONAL BEHAVIOR EXAM 1 PRACTICE (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.

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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!

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Questions

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1. What is Attitude?

A. Attitude

B. Cognitive component

C. Affective Component

D. Behavioral Component

2. Which of the following is not one of the three dimensions of burnout?

A. Exhaustion

B. Cynicism

C. Reduced efficacy

D. Job satisfaction

3. Which trait is sometimes referred to by its low pole 'emotional stability'?

A. Neuroticism

B. Extroversion

C. Openness to experience

D. Conscientiousness

4. Which statement about 360-degree feedback is true?

A. It collects ratings only from supervisors

B. It collects ratings from peers, subordinates, supervisors, and self

C. It guarantees reliability

D. It replaces development coaching

5. Which role would you assign to someone who maintains relationships with external partners?

A. Liaison

B. Spokesperson

C. Leader

D. Monitor

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6. Organizing determines how tasks are done, who is to do them, who reports to who, and where decisions are to be made. This describes which management function?

A. The organizing function

B. The planning function

C. The leading function

D. The controlling function

7. Which approach tailors products and marketing programs to suit the tastes of specific individuals and locations?

A. Undifferentiated Mass Marketing

B. Differentiated Targeting Strategy

C. Concentrated Targeting Strategy

D. Micromarketing

8. Which trait is measured by how trusting and helpful a person is towards others?

A. Agreeableness

B. Neuroticism

C. Openness to experience

D. Conscientiousness

9. Which example best illustrates intrinsic motivation vs extrinsic motivation in the workplace?

A. Working on a challenging project to earn a promotion.

B. Enjoying solving problems for personal satisfaction.

C. Receiving bonus for performance.

D. Participating in a team charity event for recognition.

10. Which concept describes the contraindication between action/behavior and attitude that people find uncomfortable and therefore try to reduce?

A. Cognitive Dissonance

B. Attitude

C. Cognitive component

D. Affective Component

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Answers

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

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Explanations

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1. What is Attitude?

A. Attitude

B. Cognitive component

C. Affective Component

D. Behavioral Component

Attitude is a person's overall evaluation of an object, person, or issue, which can be positive or negative and influences how we think, feel, and behave toward it. It isn't just one part like beliefs, feelings, or actions; those are the three components that make up an attitude. The cognitive component covers what we think or believe about the object, the affective component covers how we feel about it, and the behavioral component covers our predispositions to act toward it. Taken together, these parts form the overall attitude, so the best answer is the term that represents that whole evaluative stance.

2. Which of the following is not one of the three dimensions of burnout?

A. Exhaustion

B. Cynicism

C. Reduced efficacy

D. Job satisfaction

Burnout is defined by three dimensions: exhaustion, cynicism (a detached, negative attitude toward the job), and a reduced sense of personal efficacy or accomplishment. Job satisfaction, while it can be affected by burnout, is not a dimension of burnout itself—it's a separate measure of how positively someone feels about their job overall. So the item that isn't part of burnout's three dimensions is job satisfaction.

3. Which trait is sometimes referred to by its low pole 'emotional stability'?

A. Neuroticism

B. Extroversion

C. Openness to experience

D. Conscientiousness

In this context, understand how the Big Five traits map onto a spectrum with a high and a low end. For Neuroticism, the high end means emotional volatility—anxiety, mood swings, and sensitivity to stress. The low end is emotional stability, describing calm, even-tempered, and less reactive behavior. Because some scales and discussions name the low end as emotional stability, people sometimes refer to Neuroticism by that low-pole label. That's why this trait is the one described as having emotional stability at its low end. The other options—extroversion, openness to experience, and conscientiousness—describe different areas (sociability, curiosity, and self-discipline) and are not typically identified by a label of emotional stability at their low poles.

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4. Which statement about 360-degree feedback is true?

A. It collects ratings only from supervisors

B. It collects ratings from peers, subordinates, supervisors, and self

C. It guarantees reliability

D. It replaces development coaching

360-degree feedback gathers input from multiple sources who interact with the person—peers, direct reports, supervisors, and the individual themselves—creating a fuller, more balanced view of performance and behavior. This wide range of perspectives helps reveal strengths and blind spots that a single evaluator might miss and supports targeted development planning. That's why the statement that best describes it is the one that includes ratings from peers, subordinates, supervisors, and self. It isn't limited to supervisors, it doesn't guarantee reliability (ratings can vary and depend on how the process is designed and administered), and it doesn't replace development coaching—rather, it feeds information used to guide coaching and development efforts.

5. Which role would you assign to someone who maintains relationships with external partners?

A. Liaison

B. Spokesperson

C. Leader

D. Monitor

Maintaining relationships with external partners is a boundary-spanning, relationship-building activity. The liaison role is all about keeping those external links open, acting as a bridge between the organization and outside parties, coordinating communications, and ensuring smooth collaboration and information flow. This person routinely engages with partners, negotiates, and helps align goals across organizational borders, which is exactly what "maintaining relationships with external partners" requires. Spokesperson focuses on presenting the organization's views to the outside world, often through media or public statements, rather than sustaining ongoing partnerships. Leader is about guiding and motivating internal teams, and Monitor is about gathering information from the environment. So the liaison best fits the task of maintaining external partnerships.

6. Organizing determines how tasks are done, who is to do them, who reports to who, and where decisions are to be made. This describes which management function?

A. The organizing function

B. The planning function

C. The leading function

D. The controlling function

Organizing is the function that structures the work of an organization. It involves deciding what tasks must be done, how those tasks fit together, who will do them, who reports to whom, and where decisions are made. That framing—defining tasks, assigning responsibilities, establishing the reporting relationships, and designating decision rights—creates the actual organizational structure and workflow, which is exactly what organizing governs. Planning focuses on setting goals and outlining how to achieve them, but it doesn't specify who will do what or how authority and reporting lines are arranged. Leading centers on directing and influencing people to work toward those goals, including motivation and supervision. Controlling is about measuring performance, comparing it to standards, and making adjustments. The elements described in the question are about configuring the structure and authority that enable tasks to be carried out, which is organizing.

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7. Which approach tailors products and marketing programs to suit the tastes of specific individuals and locations?

A. Undifferentiated Mass Marketing

B. Differentiated Targeting Strategy

C. Concentrated Targeting Strategy

D. Micromarketing

Tailoring products and marketing programs to the tastes of specific individuals and locations is micromarketing. This approach goes beyond a one-size-fits-all mindset by using detailed information to customize offerings for each person or for very localized groups. It embraces the idea of personalization—ads, products, and messages that fit an individual's preferences or a particular neighborhood or community. In practice, micromarketing can look like personalized recommendations based on a customer's past behavior, or a business adapting its menu or product features to reflect local tastes. The other approaches operate at broader levels: undifferentiated mass marketing uses a single mix for everyone; differentiated targeting creates distinct mixes for several larger segments but not for each individual; concentrated targeting focuses on one specific segment rather than tailoring to individuals or localities.

8. Which trait is measured by how trusting and helpful a person is towards others?

A. Agreeableness

B. Neuroticism

C. Openness to experience

D. Conscientiousness

Agreeableness measures how trusting and helpful a person is toward others. In the Big Five trait model, it captures warmth, cooperativeness, empathy, and a preference for social harmony. Someone high in Agreeableness tends to trust others and act in a cooperative, supportive way, valuing helping others and getting along. The other traits describe different aspects: Neuroticism involves emotional instability, Openness to experience relates to curiosity and openness to new ideas, and Conscientiousness concerns reliability and self-discipline. Since being trusting and helpful aligns most directly with warmth and cooperation, this trait is the best fit.

9. Which example best illustrates intrinsic motivation vs extrinsic motivation in the workplace?

A. Working on a challenging project to earn a promotion.

B. Enjoying solving problems for personal satisfaction.

C. Receiving bonus for performance.

D. Participating in a team charity event for recognition.

Intrinsic motivation is doing a task for internal satisfaction, curiosity, or a sense of mastery, rather than for any external reward. The example where someone enjoys solving problems for personal satisfaction shows the activity itself is rewarding, driven by internal interest. That internal enjoyment keeps them engaged and fosters creativity and persistence even without external prizes. The other scenarios hinge on external rewards or recognition—pursuing a promotion, earning a performance bonus, or seeking acknowledgement for participating in a charity event—so they illustrate extrinsic motivation, where behavior is driven by outcomes outside the activity itself. So this option best captures intrinsic motivation in contrast to extrinsic motivators.

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10. Which concept describes the contraindication between action/behavior and attitude that people find uncomfortable and therefore try to reduce?

A. Cognitive Dissonance

B. Attitude

C. Cognitive component

D. Affective Component

Cognitive dissonance is the psychological discomfort that arises when a person's actions are inconsistent with their beliefs or attitudes, or when they hold conflicting cognitions. Because that discomfort is aversive, people are motivated to reduce it. They might change their attitude to align with the action, modify the behavior to fit the attitude, or rationalize the discrepancy by downplaying its importance or seeking supportive information. This concept explains why people justify decisions after the fact or adjust their views to fit what they did. The other terms describe parts of an attitude or the attitude itself, not the tension produced by inconsistency.

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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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