

DSST® ORGANIZATIONAL BEHAVIOR

EXAM INFORMATION

This exam was developed to enable schools to award credit to students for knowledge equivalent to that learned by students taking the course. DSST Organizational Behavior is a multiple-choice exam designed to evaluate whether candidates possess the knowledge and understanding that would be gained by taking a lower level college course in organizational behavior which includes the following content: the field and study of organizational behavior; individual processes; interpersonal and group processes; organizational processes and characteristics; and change and development processes.

The exam contains 100 questions to be answered in 2 hours.

EXAM CONTENT OUTLINE

The following is an outline of the content areas covered in the examination. The approximate percentage of the examination devoted to each content area is also noted.

- I. **Organizational Behavior Overview – 5%**
 - a. The Field of Organizational Behavior
 - b. The Study of Organizational Behavior
- II. **Individual Processes and Characteristics – 30%**
 - a. Perpetual processes
 - b. Personality
 - c. Attitudes
 - d. Learning processes
 - e. Motivation
 - f. Work stress and the individual
- III. **Interpersonal and Group Processes – 30%**
 - a. Group dynamics
 - b. Group behavior and conflict
 - c. Leadership
 - d. Power and politics
 - e. Communication processes
- IV. **Organizational Processes and Characteristics – 20%**
 - a. Organizational Decision-Making
 - b. Organization Structure
 - c. Organization Design
- V. **Change and Development Processes – 15%**
 - a. Basic processes and concepts of change
 - b. Applications and techniques of change and development

REFERENCES

Below is a list of reference publications that were either used as a reference to create the exam, or were used as textbooks in college courses of the same or similar title at the time the test was developed. You may reference either the current edition of these titles **or** textbooks currently used at a local college or university for the same class title. It is recommended that you reference **more than one textbook** on the topics outlined in this fact sheet. You should **begin by checking textbook content against the content outline** provided **before** selecting textbooks that cover the test content from which to study.

Sources for study material are suggested but not limited to the following:

1. Colquitt, J., LePine, J., & Wesson, M. *Organizational Behavior*. McGraw-Hill/Irwin, 10th Ed.
2. Greenberg, J. & Baron, R.A. *Behavior in Organizations*. Prentice Hall, current edition.
3. Griffin, R.W. & Moorhead, G. (2014). *Organizational Behavior: Managing People and Organizations*.
4. Martin, John. *Organizational Behavior and Management*. Cengage Learning, 3rd Ed.
5. McKenna, Eugene. *Business Psychology and Organisational Behaviour: A Student's Handbook*. Psychology Press, 4th Ed.
6. Newstrom, John W. *Organizational Behavior: Human Behavior at Work*. New York: McGraw Hill, 13th Ed.
7. Schermerhorn, Hunt, & Osborn. *Organizational Behavior*. Pearson, 10th Ed.

SAMPLE QUESTIONS

All test questions are in a multiple-choice format, with one correct answer and three incorrect options. These are samples of the types of questions that may appear on the exam. Other sample questions can be found in the form of practice exams by visiting our website at www.getcollegedcredit.com/testprep.

1. An employee who bases his or her job-evaluation rating on an unfair rating form may be

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- a. stereotyping supervisory personnel
 - b. engaging in perceptual defense
 - c. making a causal attribution
 - d. learning about job tasks
2. Which of the following accurately lists needs in Maslow's hierarchy?
 - a. Physiological, power, growth, and esteem
 - b. Security, esteem, power, and self-actualization
 - c. Security, belonging, mastery, psychological, and self-esteem
 - d. Physiological, security, belonging, esteem and self-actualization
 3. Operant conditioning is primarily concerned with
 - a. physiological causes of behavior
 - b. cognition of behavior
 - c. consequences of behavior
 - d. punishment of behavior
 4. Which of the following is one reason why Herzberg's two-factor theory is viewed as controversial?
 - a. It states that job satisfaction and dissatisfaction do not exist on a single continuum
 - b. It does not explain why people desire to achieve
 - c. It states that organizational policies have too strong an impact on intrinsic rewards
 - d. It does not explain why people choose particular behaviors to accomplish work-related goals
 5. Standing close to another individual to communicate a sense of power is an example of
 - a. an authority stance
 - b. a stereotype
 - c. a nonverbal cue
 - d. a leadership behavior
 6. From the organization's perspective, which of the following is an example of a positive norm?
 - a. The appearance of working hard, regardless of results
 - b. The use of group sanctions against the person who exceeds productivity levels
 - c. A general practice of arriving to work on time
 - d. A supervisor's public criticism of a subordinate's poor performance
 7. Which of the following statements best describes the path-goal theory of leadership?
 - a. It focuses on goals to achievement.
 - b. It measures the philosophical assumptions behind a leader's style.
 - c. It looks at leader behaviors, subordinate characteristics, and environmental pressures.
 - d. It emphasizes personality traits critical for effective leadership.
 8. George Bacon is considered one of the leading surgeons in the field of artificial heart transplants. Even though he is not associated with Western Memorial Hospital, he exerts much influence over many of the surgeons there. Such influence is best termed
 - a. Legitimate power
 - b. Coercive power
 - c. Reward power
 - d. Expert power
 9. Which of the following is a major feature of a matrix organization?
 - a. Provision for horizontal communication
 - b. Establishment of profit centers
 - c. Presence of employees with two supervisors
 - d. Increased separation of line and staff responsibilities
 10. Which of the following statements is NOT true about organizational development (OD)?
 - a. It is a system-wide change effort
 - b. It frequently leads to new organizational structures
 - c. It is characterized by participatory methods of change
 - d. It emphasizes short-term rather than long-term methods of change

CREDIT RECOMMENDATIONS

The American Council on Education's College Credit Recommendation Service (ACE CREDIT) has evaluated the DSST test development process and content of this exam. It has made the following recommendations:

Area or Course Equivalent	Organizational Behavior
Level	Lower-level baccalaureate
Amount of Credit	Three (3) semester hours
Minimum Score	400
Source	American Council on Education – College Credit Recommendation Service

Answers to sample questions: 1.B; 2.D; 3.C; 4.A; 5.C; 6.C; 7.C; 8.D; 9.C; 10.D.

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