

TEST BANK

- I. This test bank contains examination questions and answers. There are sections for each chapter that include true/false, multiple choice, matching (not every chapter is included), fill-in-the-blank, and essay questions. The objective questions are recommended for in-class testing and the essay for take-home testing or in-class small-group discussion.

Accompanying each objective question is a set of descriptors for that question. The descriptors contain basic information about the question that could be used to determine if you want to include that question on a test. The following example explains the descriptors in the test bank.

II. **SAMPLE QUESTION AND DESCRIPTORS**

T/F Organizational Communication is pivotal to achieving organizational goals.

In this question:

Answer = True

Level of Difficulty = E

The three descriptors of level of difficulty are:

E = Easy

MOD = Moderate

DIF = Difficult

TRUE/FALSE

Chapter 1

1.01

Sophisticated communications technologies have made little impact on our daily lives.

Answer: F

Difficulty Level: E

1.02

As an individual, you are likely to spend most of your working life employed in an "information" job.

Answer: T

Difficulty Level: E

1.03

One of the least important characteristics of the "communications" era is the rapid change associated with mass production of information.

Answer: F

Difficulty Level: Mod

1.04

Becoming and staying competent in an information age is an ongoing process requiring lifelong learning.

Answer: T

Difficulty Level: E

1.05

Chester Barnard in his famous work, *The Function of the Executive*, described the development and maintenance of a system of communication as a primary responsibility of executives.

Answer: T

Difficulty Level: Mod

1.06

Quintilian's ideal of the "good man speaking well" is not related to contemporary notions of communication competency.

Answer: F

Difficulty Level: E

1.07

Researchers generally agree on definitions of communication competency.

Answer: F

Difficulty Level: E

1.08

Deetz suggested that increasing the "political competence" of individuals is not

necessary for increased participation practices.

Answer: F

Difficulty Level: Mod

1.09

Littlejohn and Jabusch defined communication competency as the ability and willingness of an individual to participate responsibly in a transaction in such a way as to maximize the outcomes of shared meanings.

Answer: T

Difficulty Level: Mod

1.10

Littlejohn and Jabusch contended communication competency arises out of three basic components -- process understanding, group sensitivity, and moral behavior.

Answer: F

Difficulty Level: E

1.11

Competency is both an intrapersonal and interpersonal impression.

Answer: T

Difficulty Level: Mod

1.12

Creative problem solving among diverse groups of people who often share little common information is not usually a problem in organizations.

Answer: F

Difficulty Level: E

1.13

Littlejohn and Jabusch believed that competence in most organizations can be accomplished through the filtering down of information from the executive level.

Answer: F

Difficulty Level: Mod

1.14

Individual values of members of the organization are not important to organizational culture.

Answer: F

Difficulty Level: E

1.15

Excellence in organizational problem solving is nothing more than the management of large volumes of facts.

Answer: F

Difficulty Level: E

1.16

Quintilian's ideal of the "good man speaking well" is an outdated concept of organizational communication competency.

Answer: F

Difficulty Level: E

1.17

Communication competency has evolved to the point where researchers finally agree on its definition.

Answer: F

Difficulty Level: E

1.18

Individuals form impressions of self-competence while making judgments about the competency of others.

Answer: T

Difficulty Level: Mod

1.19

Challenges to the planet will be best addressed by governments not all members of organizations.

Answer: F

Difficulty Level: Mod

1.20

Human communication is an attempt to share realities with others.

Answer: T

Difficulty Level: E

1.21

Most people engaged in interpersonal communication in organizations share common experiences.

Answer: F

Difficulty Level: Mod

1.22

An individual is either a message source or a message receiver.

Answer: F

Difficulty Level: E

1.23

Message encoding is the process of formulating messages choosing content and symbols to convey meaning.

Answer: T

Difficulty Level: E

1.24

Decoding is the symbolic attempt to transfer meaning; it is the signal that serves as a stimulus for a receiver.

Answer: F

Difficulty Level: E

1.25

Sources send messages consisting of auditory, visual, olfactory, gustatory, or tactile stimuli in any combination of these five senses.

Answer: T

Difficulty Level: E

1.26

The channel is the medium through which the message is transmitted.

Answer: T

Difficulty Level: E

1.27

Message channels are usually free of distortion or noise.

Answer: F

Difficulty Level: E

1.28

Noise is the distortion or interference that contributes to discrepancies between the meaning intended by the source and the meaning assigned by the receiver.

Answer: T

Difficulty Level: E

1.29

Individual communication competencies do not influence interpersonal communication.

Answer: F

Difficulty Level: E

1.30

Background or specific sets of experiences which are brought to the communication situation are known as encoding processes.

Answer: F

Difficulty Level: E

1.31

The context is the environment for the communication interaction.

Answer: T

Difficulty Level: E

1.32

The communication effect is the result, the consequence, or the outcome of the communication interactions.

Answer: T

Difficulty Level: Mod

1.33

Human communication is the process of constructing shared realities, creating shared meanings.

Answer: T

Difficulty Level: E

1.34

Organizing is an attempt to bring order out of chaos or to establish organizations.

Answer: T

Difficulty Level: E

1.35

Organizations can be described as entities where people work together with random goals.

Answer: F

Difficulty Level: E

1.36

Organizational communication is really just interpersonal communication in an organizational setting.

Answer: F

Difficulty Level: E

1.37

Noise is always present in one form or another.

Answer: T

Difficulty Level: E

1.38

Organizational communication, as opposed to other forms of communication, is best understood as separate and distinct creations of organizational messages which have no dependence on previous messages.

Answer: F

Difficulty Level: Mod

1.39

While interpersonal communication occurs in organizations, organizational communication is a more comprehensive process.

Answer: T

Difficulty Level: E

1.40

An effect must be immediate to be a true effect.

Answer: F

Difficulty Level: Mod