

TEST BANK CHAPTER 1

MULTIPLE CHOICE QUESTIONS

1. Which of the following skills are noted for being the key components of success in the business world?
 - a. nonverbal skills
 - b. speech -writing skills
 - c. interpersonal skills
 - d. oral skills

Answer: d -

2. Which of the communication skills needed for excellence in an information age deals with employees being made to feel that they can make a difference in their company?
 - a. versatility
 - b. vision
 - c. sensitivity
 - d. creative insight

Answer: c

3. Communication skills are essential for promoting excellence in business and the professions. Of the four skills listed below, which one involves the capacity to anticipate change?
 - a. versatility
 - b. vision
 - c. sensitivity
 - d. patience

Answer: a

4. Which of the following statements best defines the term globalization?
 - a. It is the tendency for all the organizations in the world to become one big connected business.
 - b. It occurs when there is information overload.
 - c. It means diversity in the marketplace requiring strategic interdependencies among organizations.
 - d. It is running the organization as if it were an international organization.

Answer: c

5. What does it mean to say that for communication to be truly effective, it must be interactive?
- a. Communication should always occur over an interactive television.
 - b. Effective communication should always involve each person listening and responding to the other.
 - c. Interactive means that one person speaks and the other person listens.
 - d. Interactive communication refers to the physical process of organizing elements of the message for transmission.

Answer: b

6. Leaving memos at the copy machine, trading office gossip about the boss while waiting for the elevator, and sending confidential files via electronic mail to the wrong person are all examples of not considering _____ in the interactive communication process.
- a. senders
 - b. feedback
 - c. encoding
 - d. receivers

Answer: d

7. The mutual understanding that results when the sender and all intended receivers interpret the message in the same way is
- a. shared meaning.
 - b. encoding.
 - c. feedback.
 - d. noise.

Answer: a

8. The process by which a receiver translates the words to make sense of a message they receive is called
- a. encoding.
 - b. feedback.
 - c. decoding.
 - d. entropy.

Answer: c

9. Which of the following communication failures occurs when a manager withholds pertinent information from her subordinates?
- a. poor -quality information
 - b. lack of feedback/follow -up
 - c. information overload
 - d. inadequate information

Answer: d

10. What is (are) the primary result(s) of communication failure in the business context?
- a. loss of morale
 - b. decreased productivity
 - c. inefficiency
 - d. all of the above

Answer: d

11. Which of the following is a type of Classical theory?
- a. human relations theory
 - b. systems theory
 - c. scientific management
 - d. theories "X" and "Y"

Answer: c

12. The classical school of thought, which is still used today in some organizations, emphasizes
- a. a high degree of structure, rules, and control.
 - b. the interdependence of an organization and its environment.
 - c. the intrinsic motivation of employees to maintain productivity.
 - d. the effect of enlightening on employees' performance.

Answer: a

13. A manager who believes that harmony should be encouraged, science of work and personal efficiency should be stressed, and maximum output should be valued is following which organizational theory?
- a. bureaucracy theory
 - b. human relations theory
 - c. human resources approach theories
 - d. scientific management theory

Answer: d

14. A manager who stresses that workers will be more productive if they are happy and are given the proper working conditions is operating under which organizational theory?
- a. bureaucracy theory
 - b. human relations theory
 - c. human resources approach theories
 - d. scientific management theory

Answer: b

15. According to McGregor, theory Y holds that employees basically
- a. have a dislike for work and will seek to avoid it if possible.
 - b. will seek responsibility under the right conditions.
 - c. work for the reward of satisfying their egos or their self-actualization needs.
 - d. are no different from theory X employees.

Answer: c

16. The notion that the whole is more than the sum of its parts is known as
- a. openness.
 - b. hierarchy.
 - c. synergy.
 - d. equifinality.

Answer: c

17. In systems theory, the idea that organizational members rely on one another to accomplish goals, such that if one person is absent or fails to do her/his share of the work the entire team suffers, is known as
- a. synergy.
 - b. openness.
 - c. hierarchy.
 - d. interdependence.

Answer: d

18. In systems theory, for an organization to succeed, it should strive to be a(n) _____ system.
- a. open
 - b. synergistic
 - c. closed
 - d. free

Answer: a

19. If two coworkers are talking about how the “old -timers” do things, trading stories about their first days on the job, discussing how communication works in the office, and musing about those who have succeeded in the organization, they are really talking about organizational
- a. values.
 - b. culture.
 - c. interdependence.
 - d. theory.

Answer: b

20. Jack has been with his company for almost two years and has not had an extended vacation. Feeling tired and experiencing burnout, he asks his boss (through a memo) for a week of his vacation time. When Jack’s boss fails to respond to the memo, the boss is engaging in which element of the communication process?
- a. feedback
 - b. channel selection
 - c. shared meaning
 - d. information overload

Answer: a

21. Which of the following is *NOT* a reason for communication failure?
- a. inadequate information
 - b. information overload
 - c. incompetent communication
 - d. insufficient levels of anxiety

Answer: d

22. Using an appropriate channel is extremely important for communication exchanges to be successful. Which set of factors is most significant in determining channel appropriateness?
- a. communication context (physical, social, chronological)
 - b. interference (self-generated, environmental, external)
 - c. field of experience (beliefs, values, attitudes)
 - d. message (verbal, proxemics, tactile)

Answer: a

TRUE OR FALSE QUESTIONS

3. Creative insight refers to the ability to ask the right questions.

Answer: True

4. The organizational ability to create the future is called focus.

Answer: False

5. A national attitude is an attitude that recognizes both the diversity of its work force and the diversity of technology.

Answer: False

6. The means by which a message moves from source to receiver is called encoding.

Answer: False

7. Context is the situation or setting in which communication occurs.

Answer: True

8. Problems with channels are one of the ten reasons listed for communication failure.

Answer: True

9. Lack of feedback is one of the ten reasons listed for communication failure.

Answer: True

10. That workers have an inherent dislike of work is an assumption of the Theory Y management approach.

Answer: False

11. Frederick Taylor published *The Principles of Scientific Management*.

Answer: True

12. Organizational culture is "the social or normative glue that holds an organization together."

Answer: True

MATCHING SEQUENCE

Match the following theorist with their contribution.

- | | | |
|----------|-----------------------|--------------------------|
| 13. ____ | Frederick Taylor | a. Father of Bureaucracy |
| 14. ____ | Max Weber | b. Hawthorne Studies |
| 15. ____ | Douglas McGregor | c. Systems Theory |
| 16. ____ | Elton Mayo | d. Scientific Management |
| 17. ____ | Ludwig von Bertalanfy | e. Theory X and Theory Y |

Answer: 1.(d); 2.(a);3.(e); 4.(b); 5.(c)