Communicating for Results 11th edition Hamilton Test Bank

SKU: 9781305280267-TEST-BANK

TRUE/FALSE

1 : A systems/contingency manager might say the following: Regardless of what other managers may say, there is no single best way to manage any model could be successful.
A : true
B : false

Correct Answer : A

2 : A human relations manager might say the following: Always remember to let employees know who is boss.
A : true
B : false

Correct Answer : B

3 : Horizontal communication is not an important concept in the traditional model.
A : true
B : false

Correct Answer : A

4 : THEORY X does not apply to physiological and safety needs of the hierarchy.
A : true
B : false

Correct Answer : B

5 : A virtual organization is generally a temporary venture among several companies, each with a special expertise or process specialty.
A : true
B : false

Correct Answer : A

MULTIPLE CHOICE

6 : Three of the following statements are true about scientific management approach. Which one is not true?
A : Employees will be more productive if they are given rewards for productivity.
B : Organizations should determine what employee characteristics are needed for each job and then hire only workers with these characteristics.
C : Managers should determine the shortest and easiest way to perform tasks
D : Managers can improve organizations by first improving management skills.

Correct Answer : D

7 : A tall organizations is an organization that has:
A : Better complex decisions
B : Better employee morale
C : Less efficient communication

D : Shorter problem solving time-frames

Correct Answer : C

8 : The central principle of this theory rests on the idea that the whole is more than the sum of its parts.
A : Transformational model
B : Theory Y
C : Theory Z
D : Systems theory

Correct Answer : D

9 : This organizational model believes in motivating employees with awards, money and working with people they like.
A : Traditional/Classical
B : Human Relations
C : Human Resources
D : Systems/Contingency

Correct Answer : B

10 : Which of the following statements is most likely to express the opinions of the Traditional/Classical model?
A : Employees are more productive if they feel appreciated and content.
B : Employees will motivate themselves if they are allowed to participate in decision making.
C : To feel secure, employees need and want structure.
D : There is no single best way to manage.

Correct Answer : C

11 : Which of the following statements is most likely to express the opinions of the Human Resources model?
A : The best organization model depends on any number of internal and external factors.
B : A team-oriented approach to employee-management relationships works best.
C : Managers should call their employees by first names and express sympathy with their personal problems.
D : Employees are basically lazy and will goof off if you let them.

Correct Answer : B

12 : Current implementation of the Human Relations model is represented by
A : A company using quality control circles to solve work problems.
B : A company using time-motion studies to determine minimum task performance.
C : A company with its own employee exercise and recreation facilities.
D : A company that adapts its procedures to the culture and values of its employees.

Correct Answer : C

13 : Which organization model adapts to constant change through using multiunit and virtual structures, giving employees personal autonomy?
A : Transformational
B : Human Relations

C : Traditional/Classical
D : Systems/Contingency

Correct Answer : A

14 : Which organizational model encourages informal communication?
A : Human Resources
B : Scientific management
C : Bureaucratic management
D : Systems/Contingency

Correct Answer : A

15 : Which organizational model does not recognize one best way to communicate?
A : Human Resources
B : Scientific management
C : Bureaucratic management
D : Systems/Contingency

Correct Answer : D

16 : Which of the following is a characteristic of communication in a Traditional Organization?
A : Managers seek feedback and use the grapevine to gauge satisfaction.
B : The social side of communication is considered extremely important.
C : Communication is rational, task-oriented, formal, and usually written.
D : Communication is informal and free flowing.

Correct Answer : C

17 : Which of the following is a characteristic of communication in a Systems/Contingency organization?
A : Most virtual organization communication occurs electronically.
B : Employees at all levels must be able to communicate well.
C : The working environment is inflexible and informal communication is discouraged.
D : Theres one best way to communicate.

Correct Answer : B

18 : Which of the following is a characteristic of communication in a Transformational organization?
A : Most virtual organization communication occurs electronically.
B : Employees at all levels must be able to communicate well.
C : The working environment is inflexible and informal communication is discouraged.
D : Theres a team-oriented, or participative, approach to employeemanagement relationships.

Correct Answer : A

19 : The following statement is true of the mutual adjustment method to coordinating people:
A : This method involves horizontal communication among peers.
B : This method has managers direct the work of members who do not make their own decisions.
C : This method has specific written standards for tasks, output levels, skills, and norms.
D : This method is only appropriate for face-to-face communication.

Correct Answer : A

20 : Standardization method to coordinate people is best in which size organization?
A : Less than 12 members
B : 12 to 50 members
C : More than 50 members
D : Size doesnt matter to this method

Correct Answer : C

FILL IN THE BLANK

21 : Which type of organization discussed in the text would you most enjoy working for and why? Which ones should you most likely avoid and why?

Correct Answer : * If you are flexible and are willing to adapt to the needs of the organization and the surrounding environment, a Systems/Contingency organization might fit you best.

22 : In traditional organizations, two approaches emerged to solve the problems of inefficient organizations: the bureaucratic approach and the scientific approach. Compare these approaches.

Correct Answer : The scientific management approach focuses on handling employee problems first through four scientific principles: scientific design of each task, scientific worker selection, training and rewards for productivity, and division of both labor and responsibilities. The bureaucratic approach focuses on handling management problems first through clear division of labor, clear pyramidal chain of command with horizontal communication (Fayol's bridge), and small span of control (for a tall vs. flat structure).

23 : Assess the impact that multiunit and virtual organizations have on communication in the Transformational Model.

Correct Answer : Multiunit and virtual organization team members must be skilled communicators who recognize different frames of reference. Most virtual organization communication occurs electronically, so nonverbal code is missing, making trust and relationships more important.

24 : Compare and contrast the Theory X and Theory Y model of communication. What are the benefits of managers who adopt the Theory Y model of communication?

Correct Answer : The human relations model does not do enough to cultivate employee potential. The human resources (Theory Y) model emphasizes frequent and honest communication up, down, and across the organization; decision making spread throughout the organization and based on messages from all levels; upward feedback; and sufficient downward message flow. McGregor based his theories on Maslow's hierarchy of needs, with Theory X encompassing only two levels of needs and Theory Y all five needs.