# TEST ITEMS (corresponding text page number is listed for each item)

True/False Items

F 1. The organizational world is less complicated than it was 100 years ago. (p. 2)

T 2. Terrorism has been around for centuries. (p. 4)

F 3. The cost of clothing has increased due to outsourcing. (p. 5)

T 4. Coordinating the interaction between the federal government and local police to deal with

a terrorist threat is an organizational communication issue. (p. 6)

F 5. The exact consequences and extent of global warming is relatively simple to predict.

(p. 7)

T 6. The United States is anticipated to be a “majority minority” nation by 2050. (p. 9)

F 7. The percentage of households consisting of married couples with their own children is

increasing. (p. 9)

F 8. The U.S. population like its traditional competitors is experiencing stagnant population

growth and is anticipated to begin declining in the next ten years. (p. 10)

T 9. Organizations should be as complicated as the problem they seek to address. (p. 12)

T 10. The rhetorical model of communication views communication as the practical art of discourse.

(p. 14)

Multiple Choice Items

1. Investigating communication in the workplace by finding optimal ways to set up a communication network system for employees who telecommute represents a(n) \_\_\_\_ approach to communication.

a. psychological

b. elliptical

c. phenomenological

d. cybernetic (\*) p. 14

2. Jasprit is the new manager of Burger Barn. During his first meeting with his employees, he emphasized his many years of experience as a manager of fast food restaurants to assure the employees he knows what he is doing in a time of change. His message could most easily be studied through a \_\_\_\_\_\_ approach to communication.

a. rhetorical (\*) (p. 14)

b. phenomenological

c. sociocultural

d. cybernetic

3. \_\_\_\_\_\_\_\_ organizations can be characterized as service organizations for both profit and nonprofit organizations.

a. Fewer

b. Traditional

c. More and more (\*) (p. 12)

d. Manufacturing

4. A business practice associated with globalization involves businesses moving manufacturing and

service centers to countries where labor is cheap. This practice is commonly known as

a. relocation.

b. restructuring.

c. economizing.

d. outsourcing. (\*) (p. 3)

5. The collapse of the U.S. sub-prime mortgage market and the reversal of the housing boom which then had a

ripple effect around the world shows how much the interconnectedness of a \_\_\_\_ economy matter.

a. global (\*) (p. 3)

b. domestically focused

c. stagnant

d. national

6. Although terrorism has existed for many centuries, its effectiveness is enhanced today because of

a. the wider range of technological tools available today.

b. contemporary urban environments that include a high concentration of residents.

c. contemporary urban environments that include a high concentration of mass

transportation.

d. all of the above (\*) (pp. 4-6)

7. Josh is a nurse at a hospital in Ames, Iowa. He is working on a patient who appears to be

suffering from flu-like symptoms from a bacterial infection. Yolanda is a scientist for the Center for Disease Control. She has been studying bacteria samples that were found in Ames which appear to be traces of a biological terrorist weapon that creates the flu-like symptoms Josh has been observing in his patient. The difficulty of getting Yolanda and Josh to exchange helpful information through the work of the Department of Homeland Security is really a problem of \_\_\_\_\_\_\_, according to the text.

a. personality differences

b. organizational communication (\*) (p. 5)

c. money

d. inadequate research

8. Media covering stories like the Bangladesh garment factory request tend to

a. explain the complex issues resulting in such a catastrophe.

b. highlight the moral responsibility of American consumers.

c. rarely rush to clarity.

d. focus on finding the single cause of such a catastrophe. (\*) (p. 5)

9. Organizational communication scholars can address issues related to global warming by

a. finding ways for organizations to avoid changing their practices.

b. getting organizations to focus on the social responsibility of going green rather than

its potential for profitability.

c. helping local, state, national, and international agencies coordinate their activities to cope

with the human consequences of global warming. (\*) (p. 8)

d. limiting an incomprehensible debate about the many different ways nations can work together to influence climate change.

10. The United States is an outlier from its traditional competitors in which demographic way?

a. Its population is shrinking.

b. It is struggling to create enough jobs for a growing immigrant population. (\*) (p. 10)

c. The number of citizens between ages 15 and 64 is declining.

d. Its population is stagnant.

Fill-in-the-Blank Items

1. A constitutive (model of communication) is seen as a “process that produces and reproduces shared meaning.” (pp. 12-13)

2. Organizations that have no physical (“brick and mortar”) presence, but only exist because of

communication and computer technology are known as (virtual organizations). (p. 12)

3. A researcher who uses a (critical) approach to studying communication might confront the issue

of sexual harassment in the workplace through programs designed to shift beliefs about gender

and power. (p. 14)

4. A researcher examining the way Apple has used the letter “I” in its products (I-Pod, I-Phone) as a

symbol to create identity among its workers and its customers is studying this practice from a

(semiotic) approach. (p. 14)

5. One effect of (globalization) is the slowing down of the Chinese economy due to the halting recovery and weakness of the U.S. and European systems. (p. 3)

6. “Green” companies represent a business opportunity for companies wanting to raise their level of environmental responsibility. (p. 8)

7. The burning of fossil fuels has caused concentrations of (greenhouse gases) to increase significantly in our atmosphere. (p. 7)

8. When populations are divided into (generational cohorts), scholars will study differences in experience that are associated with differences in birth year. (p. 9)

9. Things like age, race, income, and educational attainment are characteristics of the population known as (demographics). (p. 9)

10. A(n) (increasing) number of organizational executives are making decisions about their business with environmental considerations in mind. (p. 8)

Essay Questions

1. Globalization is often viewed as a negative development. In what ways is it viewed negatively? How can it be viewed positively? How can organizational communication scholars contribute to the debate about globalization? (pp. 3-4)

2. How can studying the nature of communication within terrorist networks and organizations help in the “war on terror”? What specific features of communication within these networks and organizations should be studied? What might we learn that could help lessen the threat posed by these organizations? (pp. 4-6)

3. How are changes in U.S. demographics affecting the workplace relative to demographic changes in our traditional competitors? How can organizational communication scholars help us manage these changes more effectively? (p. 10)

4. Describe how the concept of “goals” are changing in how the changing world is complicating our thinking about organizations. (pp. 11-12)

5. Describe Craig’s model of communication theory. What are the different approaches to studying communication? How does this model increase our understanding of communication? (pp. 12-14)