

## **1. The Challenge of Organizational Communication.**

### **True / False**

*Indicate whether the statement is true or false.*

- \_\_\_ 1. Organizations should be as complicated as the problem they seek to address.
  - a. True
  - b. False
  
- \_\_\_ 2. Coordinating the interaction between the federal government and local police to deal with a terrorist threat is an organizational communication issue.
  - a. True
  - b. False
  
- \_\_\_ 3. The percentage of households consisting of married couples with their own children is increasing.
  - a. True
  - b. False
  
- \_\_\_ 4. The United States is anticipated to be a "majority minority" nation by 2050.
  - a. True
  - b. False
  
- \_\_\_ 5. The exact consequence and extent of a global warming is relatively simple to predict.
  - a. True
  - b. False
  
- \_\_\_ 6. The U.S. population like its traditional competitors is experiencing stagnant population growth and is anticipated to begin declining in the next ten years.
  - a. True
  - b. False
  
- \_\_\_ 7. The rhetorical model of communication views communication as the practical art of discourse.
  - a. True
  - b. False
  
- \_\_\_ 8. The organizational world is less complicated than it was 100 years ago.
  - a. True
  - b. False
  
- \_\_\_ 9. The cost of clothing has increased due to outsourcing.
  - a. True
  - b. False
  
- \_\_\_ 10. Terrorism has been around for centuries.
  - a. True
  - b. False

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### **Multiple Choice**

*Indicate the answer choice that best completes the statement or answers the question.*

- \_\_\_ 11. 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.
- \_\_\_ 12. \_\_\_\_\_ organizations can be characterized as service organizations for both profit and nonprofit organizations.
- a. Fewer
  - b. Traditional
  - c. More and more
  - d. Manufacturing
- \_\_\_ 13. 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
- \_\_\_ 14. 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
  - c. money
  - d. inadequate research
- \_\_\_ 15. 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.
  - d. limiting an incomprehensible debate about the many different ways nations can work together to influence climate change.

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- \_\_\_ 16. 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.
  
- \_\_\_ 17. 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
  - c. The number of citizens between ages 15 and 64 is declining.
  - d. Its population is stagnant.
  
- \_\_\_ 18. 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
  - b. phenomenological
  - c. sociocultural
  - d. cybernetic
  
- \_\_\_ 19. A business practice associated with globalization involves business 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
  
- \_\_\_ 20. The collapse of the U.S. sub-prime mortgage and the reversal of the housing boom which then had a ripple effect around the world shows how much the interconnectedness of a \_\_\_\_\_ economy matters.
  - a. global
  - b. domestically focused
  - c. stagnant
  - d. national

**Completion**

*Enter the appropriate word(s) to complete the statement.*

- 21. Organizations that have no physical (“brick and mortar”) presence, but only exist because of communication and computer technology are known as \_\_\_\_\_.

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22. One effect of \_\_\_\_\_ is the slowing down of the Chinese economy due to the halting recovery and weakness of the U.S. and European systems.

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23. \_\_\_\_\_ companies represent a business opportunity for companies wanting to raise their level of environmental responsibility.

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24. Things like age, race, income, and educational attainment are characteristics of the population known as \_\_\_\_\_.

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25. The burning of fossil fuels has caused concentrations of \_\_\_\_\_ to increase significantly in our atmosphere.

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26. 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 \_\_\_\_\_ approach.

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27. A constitutive \_\_\_\_\_ is seen as a "process that produces and reproduces shared meaning."

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28. A(n) \_\_\_\_\_ number of organizational executives are making decisions about their business with environmental considerations in mind.

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29. When populations are divided into \_\_\_\_\_ scholars will study differences in experience that are associated with differences in birth year.

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30. A researcher who uses a \_\_\_\_\_ approach to studying communication might confront the issue of sexual harassment in the workplace through programs designed to shift beliefs about gender and power.

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**Essay**

31. 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?

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32. 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?

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33. 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?

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34. Describe Craig’s model of communication theory. What are the different approaches to studying communication? How does this model increase our understanding of communication?

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35. Describe how the concept of "goals" are changing in how the changing world is complicating our thinking about organizations.

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**Answer Key**

1. True
2. True
3. False
4. True
5. False
6. False
7. True
8. False
9. False
10. True
11. d
12. c
13. d
14. b
15. c
16. d
17. b
18. a
19. d
20. a
21. virtual organizations
22. globalization
23. Green
24. demographics
25. greenhouse gases
26. semiotic

Name: \_\_\_\_\_ Class: \_\_\_\_\_ Date: \_\_\_\_\_

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27. model of communication

28. increasing

29. generational cohorts

30. critical

31. Answers will vary

32. Answers will vary.

33. Answers will vary.

34. Answers will vary.

35. Answers will vary.