

Org Comm
Fall 2018
Exam 1: Study Guide

1. Which of the following helped make industrialization possible?
2. (True or False) The term “employee” was originally used exclusively to describe railroad workers.
3. In Frank and Lillian Gilbreth’s scientific management system, the “Therblig” was:
4. When Max Weber speaks of the “disenchantment of the world,” he is referring to:
5. The workers in an automobile factory know that they can perform tasks faster than they already do, but they collectively limit their output in order to limit management’s knowledge of the labor process. This is called:
6. Weber argued that the rational-legal authority system and its bureaucratic structure promoted the development of capitalism because:
7. According to Weber’s perspective, leaders such as Adolf Hitler and Steve Jobs exhibited which type of authority?
8. Alex and Sam are having their kitchen completely remodeled. Their builder recommends that they incorporate work centers in the new kitchen, specifically areas for cooking, cleaning and mixing. These areas should be designed to minimize any unnecessary motion and thus increase efficiency. Which management theory provides the foundation for this recommendation?
9. (True or False) Frederick Taylor saw communication and cooperation amongst workers as problematic.
10. (True or False) The shift from task-time to clock-time was an important feature in the emergence of industrial capitalism because through this shift, time became a form of currency.
11. The process of making a McDonald’s cheeseburger has been “perfected” over time to be extremely efficient; in fact, there’s a 700-page manual that explains how this is done. What concept most aptly identifies this process?

12. In Taylor's system of scientific management, the primary place where managers located control of the labor process was in:

13. The idea of _____ refers to Mary Parker Follett's dynamic conception of communication that conceives of it as a system of relating, in which the very act of communicating changes everyone involved.

14. The principal architect of the human relations movement was:

15. The group who believed that administrative elites should take the lead in industrial development because the masses could not be trusted to make objective decisions were called:

16. In today's world, there continue to be differing views on the purpose of business in society. Of the following views, which is most like Mary Parker Follett's belief about organizations?

17. All of the following were factors that played a role in the development of the human relations school, *except*:

18. Elton Mayo proposed that the solution to industrial and societal ills was to be found in the application of psychological principles to the transformation of whose attitudes?

19. As a pragmatist, Mary Parker Follett was most interested in which component of communication?

20. (True or False) The Hawthorne studies demonstrated that informal communication was largely detrimental to the functioning of organizations.

21. The first of the Hawthorne Studies, the _____ studies, called scientific management into question because of its unexpected results.

22. The phenomenon in which workers respond to the personal attention paid to them by supervisors is known as the _____.

23. In resolving conflict through _____, the goal is to find a resolution in which each party's desires are satisfied and no one has to sacrifice anything.

24. _____ developed a model of work motivation, identifying two competing philosophies of management control which he termed Theory X and Theory Y.

25. Which of the following is an example of what Karl Marx identified as *surplus value*?
26. Which of the following envisioned popular culture as something that was administered from above as an instrument of social control?
27. Which of the following rejected the distinction between high and low culture?
28. The term used to describe a great deal of neo-Marxist theory and research based on the ideas of the Frankfurt School is:
29. According to the Frankfurt School, the culture industry affects consumerism through advertising by:
30. (True or False) A Sandals resort vacation is an example of how the “culture industry” operates to rationalize a product or experience.
31. In the system of _____, workers are “expropriated”; because they do not own the means of production, they must sell their labor power in order to survive.
32. Researchers in the _____ tradition take popular culture as a serious object of study, examining the complex ways in which it structures social reality.
33. A group maintains _____ when it is able to create a worldview that other people and groups actively support, even though that worldview may not be in their interests. Antonio Gramsci said this was achieved through means of force and consensus.
34. _____ is a system of attitudes, beliefs, ideas, perceptions, and values that structure reality. According to some theorists, it is impossible to escape and acts on us before we are born.
35. (True or False) Karl Marx was a Russian dictator.
36. Charles Redding, widely regarded as the founder of the field of organizational communication, proposes each of the following as an essential feature of complex organizations *except*:

37. On a recent flight, Erik and his wife were obviously drunk and began acting out. The airline attendant went to them and told them to stay in their seats, be quiet, and informed them that she would not serve them anything alcoholic. Which form of control best describes this situation?

38. Sue is taking an online class. When it is time for the mid-term exam, she is told that it is open-note and open-book. However, she has a strict time limit of 90 minutes to complete it. As she finishes each answer, she must click “submit” before she can move on to the next question. She moves quickly through the multiple choice questions at the beginning. The essays, however, take her more time to complete. She finishes her second, and final, essay at 91 minutes. She clicks “submit” but the answer is not accepted since it is beyond the time limit and she automatically loses 20 points from her grade. This situation illustrates which type of control?

39. Which of the following is not a form of ideological control?

40. The coordination of a class schedule that allows the smooth running of your day on campus as you move from class to class is a form of:

41. Anthony believes that organizational communication research should destabilize common sense views of the world and reveal the multiple, competing, and fragmented narratives that exist simultaneously within an organization. Anthony is working from which perspective on organizational communication?

42. Fred views his department as a primarily political site, where power is fundamental in the creation of social reality. Assuming that this power is largely hidden, however, he seeks to reveal it through exposing how communication within the department inscribes or sustains current power relations. Fred is operating from which perspective on organizational communication?

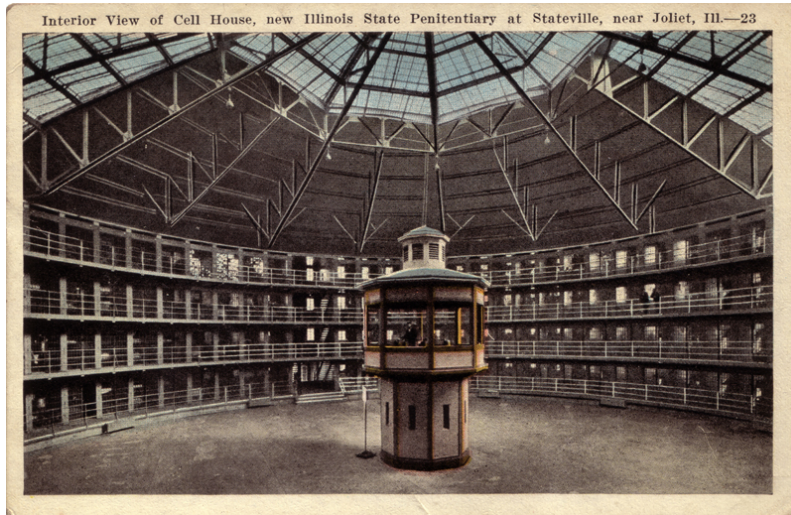
43. (True or False) Tensions between the goals, beliefs, and desires of individual organization members and those of the larger organization are usually resolved by subordinating the goals and beliefs of individuals to those of the organization.

44. (True or False) Many functionalists argue that the symbolic world is the only world we can possibly know because the world around is always mediated by language, symbols, and communicative practices.

45. We can define _____ as the dynamic, ongoing process of creating and negotiating meanings through interactional symbolic practices, including conversation, metaphors, rituals, stories, dress, and space.

46. _____ is both a historical epoch and a way of thinking in which science, rationality, and progress are the dominant themes.

47. The image below depicts a prison designed as a _____, a model of control originally conceptualized by Jeremy Bentham.



48. _____ is the process of creating and negotiating collective, coordinated systems of meaning through symbolic practices oriented toward the achievement of organizational goals.

49. Elton Mayo argued that the experience of the average industrial worker ran parallel to the experience of:

50. In the early 19th century approximately what percentage of U.S. citizens were self-employed: