

## COM 325-002 Unit Test #1 (Foundations: Part I)

The test on **Thursday, September 19<sup>th</sup>, at 2:00 p.m.** will cover the introductory materials from Chapters 1, 2, & 3 in the Modaff & DeWine text as well as the handouts and course materials provided in class. Test questions will include multiple choice, true/false, short answer, definitions, short essay, and longer essay questions. *Paper will be provided.* KNOW THE FOLLOWING:

### **Chapter One: Introduction to the Study and Practice of Organizational Communication**

What is the importance of studying organization communication?  
What, specifically, do organizational communication researchers study?  
Why do Modaff & DeWine focus on the prevalence of misunderstandings in organizations?  
What is the key to the creation and resolution of organizational misunderstandings? Why?  
Be ready to explain three major ways organizations have changed over the past several decades.  
What are the realities of a diverse workforce?  
What are the four guidelines for ethical behavior proposed by Cheney & Tompkins?  
How are organizational identification, job satisfaction and communication satisfaction important to the study and practice of organizational communication and how are they measured?  
What, according to Downs (1994) are the eight factors related to communication satisfaction?  
What is the goal of organizational communication specialist?

### **Chapter Two: Classical Theories of Organizations**

Why is it important to study the benefits and limitations of classical theories of organizations?  
What are the primary distinctions between Taylor's Theory of Scientific Management, Fayol's Administrative Theory, and Weber's Theory of Bureaucracy?  
What was the primary contribution of classical theories (in terms of organizations)?  
Be ready to explain each of the three classical theories in terms of focus, principles (e.g., elements or "tenets"), and how each is related to the modern workplace.  
Why were classical approaches to organizational management designed?  
Which misunderstandings were reduced by classical theories?  
Which misunderstandings were created by classical theories?  
What were the major emphases of the traditional approaches to management?

### **Chapter Three: Humanistic Theories of Organizations**

Be ready to discuss the origins and major theorists associated with both Human Relations theory and Human Resources theory  
What are the philosophical and practical issues associated with Human Relations theory that were remedied ?  
What were the Hawthorne Studies and why were they important?  
Who is Chester Barnard and what were his contributions to humanistic theories of organizations?  
Distinguish between McGregor's Theory X and Theory Y.  
Compare each of the four management systems outlined by Rensis Likert.  
Describe the significance of Blake and Mouton's Managerial Grid.  
Explain the most important differences between human relations theory and human resources theory.  
Which misunderstandings were reduced by humanistic theories?  
Which misunderstandings were created by humanistic theories?  
What were the major emphases of the humanistic approaches to management?  
Explain the impact of human relations and human resources theories on modern organizational life.

**Matching**

Be ready to match each of the major theorists discussed in the first three chapters with their appropriate theories.

**Definitions from Chapters 1, 2, and 3**

Organizational Communication

Message

Organizational Misunderstandings

Theoretical Tenets

Organizational Ethics

Guardedness

Accessibility

Nonviolence

Empathy

Organizational Identification

Job Satisfaction

Communication Satisfaction

Classical Theories of Organizations

Humanistic Theories of Organizations

Communication