**Introduction to Management**

**HW 4**

**Organizational Structure**

Following are 20 questions: each worth five points. Indicate which you think is correct.

***Basic Organizational Design***

1) \_\_\_\_\_\_\_\_ is the formal arrangement of jobs within an organization.

A) Departmentalization

B) Organizational design

C) Organizational structure

D) Work specialization

2) Organizational design is a process that involves decisions about \_\_\_\_\_\_\_\_.

A) work specialization and cost-leadership

B) chain of command and span of control

C) centralization and differentiation

D) departmentalization and diversification

3) Which of the following statements accurately defines work specialization?

A) It is the basis of grouping jobs together.

B) Individual employees specialize in doing part of an activity rather than the entire activity.

C) It is the line of authority extending from upper organizational levels to the lower levels.

D) It clarifies who reports to whom.

4) In the early 20th century, automobiles were made one at a time by craftsmen who could perform every operation necessary to build the car. Henry Ford decided to limit the number of tasks each worker performed so each person could become expert in his position. With this practice, Ford introduced \_\_\_\_\_\_\_\_.

A) departmentalization

B) work specialization

C) centralization

D) formalization

5) The process of grouping jobs together is known as \_\_\_\_\_\_\_\_.

A) departmentalization

B) centralization

C) formalization

D) organizational design

6) Work teams composed of individuals from various functional specialties are known as \_\_\_\_\_\_\_\_ teams.

A) cross-control

B) cross-training

C) cross-functional

D) cross-department

7) At Chemetron, all the accounting people share one large work area; all the quality control people are housed in a large office next to the production floor; and maintenance has its own space at the back of the building. Chemetron is using \_\_\_\_\_\_\_\_.

A) departmental specialization

B) functional departmentalization

C) process departmentalization

D) product specialization

8) In the case of functional departmentalization, jobs are grouped according to \_\_\_\_\_\_\_\_.

A) tasks

B) territories

C) product lines

D) customer flow

9) Departmentalization based on \_\_\_\_\_\_\_\_ groups jobs on the basis of territory or physical location.

A) customer

B) product

C) geography

D) process

10) \_\_\_\_\_\_\_\_ departmentalization is based on the product or customer flow through the organization.

A) Product

B) Functional

C) Process

D) Customer

***Creating and Managing Teams***

1) It is Black Friday. Several people are waiting outside the popular electronics store for someone to unlock the doors. These people constitute a(n) \_\_\_\_\_\_\_\_.

A) formal group

B) informal group

C) social group

D) crowd

2) Which of the following is an example of a formal group?

A) people who assemble in the company library to read

B) a group of employees attending a colleague's wedding

C) a functional department in an organization

D) a group of employees who meet after work to play basketball

3) Groups that are determined by the organization chart and composed of individuals who report directly to a given manager are called \_\_\_\_\_\_\_\_.

A) command groups

B) task groups

C) cross-functional teams

D) self-managed teams

4) Every summer ABC Corp. hosts a picnic for employees and their families. The group that plans and makes all the arrangements for this event would be called a \_\_\_\_\_\_\_\_.

A) self-managed team

B) task group

C) command group

D) cross-functional team

5) Which one of the following refers to independent formal groups whose members, in addition to their regular jobs, take on traditional managerial responsibilities, such as hiring, planning and scheduling, and evaluating performance?

A) command groups

B) task groups

C) self-managed teams

D) cross-functional teams

6) Which one of the following stages in group development involves defining the group's structure and leadership?

A) norming

B) storming

C) performing

D) forming

7) The \_\_\_\_\_\_\_\_ stage in the group development process is complete when members begin to think of themselves as part of a group.

A) forming

B) storming

C) norming

D) performing

8) During the \_\_\_\_\_\_\_\_ stage of the group development process, a relatively clear hierarchy of leadership and agreement on the group's direction emerge.

A) forming

B) storming

C) norming

D) performing

9) The \_\_\_\_\_\_\_\_ stage of the group development process is one in which close relationships develop and the group becomes cohesive.

A) norming

B) forming

C) storming

D) performing

10) In this meeting, the group is discussing a code of conduct to be observed by all members, such as arriving on time and not interrupting the speaker. This group is in the \_\_\_\_\_\_\_\_ stage.

A) forming

B) norming

C) storming

D) performing