**QUESTION 1**

1. The degree to which decision-making authority is concentrated at higher levels in an organization is known as

|  |  |  |
| --- | --- | --- |
|  |  | centralization. |
|  |  | decentralization. |
|  |  | a flat hierarchal structure |
|  |  | autonomy. |

**6.66667 points**

**QUESTION 2**

1. Organizational change is often a response to changes to the environment.

 True

 False

**6.66667 points**

**QUESTION 3**

1. In a matrix structure, product managers have control and say over product-related matters, while department managers have authority over matters related to company policy.

 True

 False

**6.66667 points**

**QUESTION 4**

1. Employees tend to feel more comfortable when

|  |  |  |
| --- | --- | --- |
|  |  | they are provided little information about pending change in the organization. |
|  |  | they know what is going to happen, when, and why with regard to organizational change. |
|  |  | the boss tells them not to worry. |
|  |  | the company is secretive about planning for change. |

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**QUESTION 5**

1. In a matrix structure, employees report to only one manager.

 True

 False

**6.66667 points**

**QUESTION 6**

1. One of the reasons Toyota Motor Corporation has been referred to as the gold standard of the automotive industry is because

|  |  |  |
| --- | --- | --- |
|  |  | its reputation for unintended acceleration. |
|  |  | of its ability to keep repair costs lower than all other competitors. |
|  |  | of its exceptional reputation for quality and customer care. |
|  |  | of its aggressive marketing strategies. |

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**QUESTION 7**

1. The idea behind a boundaryless organization is that

|  |  |  |
| --- | --- | --- |
|  |  | barriers between departments and between the organization and external environment are eliminated. |
|  |  | the organization is free to expand into foreign countries without regulation from host country laws. |
|  |  | management is not subject to environmental regulations related to production activities. |
|  |  | management shares offices with direct reports. |

**6.66667 points**

**QUESTION 8**

1. Globalization is a threat and opportunity for organizations, depending on their ability to adapt to it.

 True

 False

**6.66667 points**

**QUESTION 9**

1. Mergers often result in job losses.

 True

 False

**6.66667 points**

**QUESTION 10**

1. In this type of structure, advancements opportunities will be more limited because there are fewer management layers.

|  |  |  |
| --- | --- | --- |
|  |  | tall |
|  |  | centralized |
|  |  | flat |
|  |  | compartmentalized |

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**QUESTION 11**

1. During the  recall in 2009-2010 of Toyota automobiles, Toyota's power structure was considered decentralized.

 True

 False

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**QUESTION 12**

1. A learning organization is one whose design actively seeks to acquire knowledge and change behavior as a result of the newly acquired knowledge.

 True

 False

**6.66667 points**

**QUESTION 13**

1. One way learning organizations improve is through

|  |  |  |
| --- | --- | --- |
|  |  | experimentation and testing. |
|  |  | random drug testing. |
|  |  | encouraging employees to engage in physical activity. |
|  |  | ignoring consumer habits when generating ideas. |

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**QUESTION 14**

1. This type of organization is one whose design actively seeks to acquire knowledge and change behavior as a result of the newly acquired knowledge.

|  |  |  |
| --- | --- | --- |
|  |  | learning |
|  |  | strategic |
|  |  | boundaryless |
|  |  | technical |

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**QUESTION 15**

1. Decentralized companies

|  |  |  |
| --- | --- | --- |
|  |  | tend to be more disorganized. |
|  |  | give more authority to lower-level employees. |
|  |  | can often lead to inefficiencies in decision-making as was the case with Caterpillar in the 1980s. |
|  |  | often experience longer decision-making times. |