

1. The four types of conflicts are \_\_\_\_\_.

**Answers:**

1. **Substantive and**
2. **Emotional or relationship and**
3. **Functional and**
4. **Dysfunctional**

General Feedback:

Need all four to get two points. Three gets one point.

2. In "The Beer Bust Case" we came away with the ideas that \_\_\_a\_\_\_ were important and \_\_\_b\_\_\_ were urgent.

**Answers: a. macro problems and b. micro problems**

General Feedback:

One point each in that order. Just "macro" and "micro" are ok.

3. Planning, organizing, command, coordination, are topics from what aspect of the classical school? \_\_\_\_\_

**Answers: a. Administration of the firm**

General Feedback: Two points. If just "administration" that is OK as is "Fayol"

4. The introduction of technology to the organization is the characteristic of the \_\_\_\_\_ approach to management.

**Answers: a. Management science**

General Feedback: Two points

5. The driving forces for transformational change are: \_\_\_\_\_

**Answers:**

1. **Globalization ,**
2. **Rapid change in technology,**
3. **Changes in consumer demands,**
4. **Changes in supply of raw materials,**
5. **Shifts in asymmetric or symmetric information,**
6. **Competition**

General Feedback: 5 or 6 of them get two points. 3 or 4 gets one point. Just one of words in fine like "raw materials" or "demand".

6. From the Oliver Williamson interview, he states that organizations in a competitive setting will structure themselves to reduce and hopefully minimize \_\_\_\_\_.

**Answers: a. Transaction costs**

General Feedback: Two points. Just transactions is ok.

7. Division of labor, hierarchy of authority, and formal rules are topics from what aspect of the classical school?

\_\_\_\_\_

**Answers: a. Bureaucracy**

General Feedback: Two points. If "Weber" that is ok.

8. ~~At the center of the sociotechnical system of organizational behavior is the \_\_\_\_\_ subsystem.~~

~~**Answers: a. managerial TWO POINT GIVEN**~~

~~General Feedback: Two points. Just manager is ok.~~

9. \_\_\_\_\_ is a constraint on one's ability to interpret and act on information

**Answers: a. Bounded rationality**

General Feedback: Two points. If just one of the two words then just one point.

10. In the Six Sigma's model, extreme points are called the \_\_\_a\_\_\_ and the \_\_\_b\_\_\_.

**Answers: a. upper control limit UCL and b. lower control limit LCL**

General Feedback:

One point each in an order.

11. The targets of the transformational changes are: \_\_\_\_\_.

**Answers:**

1. **Tasks**
2. **People**
3. **Culture**
4. **Technology**
5. **Structures**

General Feedback: 4 or 5 get two points. 3 gets one point.

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