

TEST BANK

Contemporary Business Reports, 5th edition

Chapter 2 – Planning the Report

A. True/False - For the following items, write T for true statements and F for false ones.

1. A brief report does not require a plan. **(F)**
2. The spatial structure uses time as the organizational component of the message. **(F)**
3. Planning is less important for a report addressed to employees than for one addressed to a customer. **(F)**
4. In a report outline, one division may have more topics and subtopics than another. **(T)**
5. Potential secondary readers are of minor importance as you identify the audience for your report. **(F)**
6. The psychological environment of the communication often influences the writer's choice of report structure. **(T)**
7. The psychological context for a report is less important than the physical context. **(F)**
8. Report content may be influenced by the report environment. **(T)**
9. A guide for selecting report content is to include only the information the receiver needs to act and meet your purpose. **(T)**
10. Medium selection should be based primarily on the writer's preferences. **(F)**
11. Face-to-face communication is a lean medium because it usually involves little written material. **(F)**
12. Few reports, especially long ones, employ a single organizing structure. **(T)**
13. A formal report outline is of value to the writer, not to the reader(s). **(F)**
14. In going from forming stage to performing stage, teams often regress to an earlier stage—norming to storming, for example. **(T)**
15. The report planning model does not apply to collaborative writing. **(F)**
16. Groupware aids teams with task-oriented behaviors, such as exchanging information. **(T)**
17. Wiggio is online groupware designed for college students. **(T)**

B. Multiple Choice – For the following items, select the most appropriate choice (**a-d**).

1. Which group of factors BEST represents effective report planning? **(d)**
 - a. Identify purpose, identify audience, modify purpose, identify context, select medium, and choose report structure
 - b. Identify purpose, identify audience, identify context, identify content, modify content, and select medium
 - c. Identify purpose, identify audience, identify context, identify content, select medium, and get approval for medium
 - d. Identify purpose, identify audience, identify context, identify content, select medium, and choose report structure
2. Which choice is the BEST example of an interactive medium? **(b)**
 - a. An announcement posted on a bulletin board
 - b. A telephone message left on voice mail
 - c. A text message
 - d. A letter
3. Which statement accurately describes the relationship between media richness and communication success or failure? **(b)**
 - a. A lean medium is likely to fail in a nonroutine situation because it has sufficient data and no excess cues to distract the reader.
 - b. A lean medium is likely to fail in a nonroutine situation because it has too little data, and cues tend to downplay significance of the message.
 - c. A rich medium is likely to fail in routine situations because data are lacking and excess cues cause confusion and distort meaning.
 - d. A rich medium is likely to fail in a nonroutine situation because it has too much data and too many cues.
4. Select the BEST description of an effective, logical outline. **(d)**
 - a. One or more divisions may have fewer than two parts; divisions are balanced; divisions help the reader focus quickly on important content; division headings are concise; and division topics appear in non-parallel grammatical form.

- b. Every division and subdivision has two or more parts; divisions are balanced; divisions help the reader focus quickly on important content; division headings are lengthy and descriptive; division topics appear in parallel form.
 - c. One or more division may have fewer than two parts; divisions need not be balanced; divisions help the reader focus quickly on important content; division headings are concise; and division topics appear in parallel grammatical form.
 - d. Every division and subdivision has at least two parts; divisions are balanced; divisions help the reader focus quickly on important content; division headings are concise; division topics appear in parallel grammatical form.
5. Which statement best describes an ethical decision reached during a collaborative writing project? **(a)**
- a. I will take public responsibility for my actions related to the project.
 - b. All information on the Internet is in the public domain, and I may use it without acknowledging the source.
 - c. I will not concern myself with grammatical accuracy because other group members will correct my errors.
 - d. If I run out of time to finish my part of the assignment, other group members will take up the slack.
6. Select the BEST description of Wiggio collaborative software. **(c)**
- a. Contains tools called Communication, Conferencing, and Coordination.
 - b. Contains functions called Folder, Messages, Conference, and Calendar.
 - c. Contains tools called Folder, Messages, Meeting, Calendar, Poll, and Links.
 - d. Contains functions called Connect, Confer, Coordinate, and Communicate.
- C. Essay Topics** - Explain each of the following statements, using examples to support your discussion.
1. Reports can be classified according to their general purposes: production, innovation, or maintenance.
 2. Use deductive structure when the reader needs little psychological preparation for the main point of the message.
 3. Because of the strong focus on tasks during a team's norming stage, the threat of "groupthink" exists at this stage.
 4. Using groupware like Wiggio may speed up a team's passage through forming and storming stages of team development.