

Management – Chapter 1 Answers

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| 1. Authority | 10. Mission | 18. Rational decision making |
| 2. Chain of command | 11. Nonprogrammed decisions | 19. Responsibility |
| 3. Communicating | 12. Organization chart | 20. Satisficing |
| 4. Controlling | 13. Organizing | 21. Span of control |
| 5. Delegation | 14. Planning | 22. TQM |
| 6. Gantt chart | 15. Policies | |
| 7. Hygiene factors | 16. Procedure | |
| 8. Leading | 17. Programmed decisions | |
| 9. Management | | |

- 10 _____ Basic purpose of an org's existence.
- 8 _____ Communications process used by managers to guide, motivate, influence and direct work efforts toward achieving organizational objectives with maximum efficiency and minimum waste of resources.
- 14 _____ Defining the org's goals, establish a strategy to achieve goals and developing plans to integrate and coordinate resources needed for success.
- 13 _____ Determining what tasks need to be done, who will do them, how they will be groups, who will report to whom and where decisions will be made.
- 19 _____ Duty or obligation to perform any assigned duties
- 4 _____ Evaluating performance according to the plans that have been established
- 7 _____ Factors external to the individual found within the contents of one's work and related to the work environment. Herzberg found that providing a good environment was essential if the workers were to keep from being dissatisfied about their jobs.
- 22 _____ Focuses on customer satisfaction, ongoing improvement, employee empowerment and use of statistical tools for problem solving.
- 18 _____ Following the rules or steps of logical thinking in resolving a dilemma or making a choice.
- 6 _____ Graphic aid that allows management to plan and control operations more efficiently
- 11 _____ Have no precedents and represent situations that have not been dealt with previously or only on a limited basis within the org.
- 17 _____ Made routinely on a recurring basis; most often do not require huge expenditures and are not complex in nature.
- 15 _____ Management's preference or commitments on a subject. Subordinates are expected to follow as they exercise authority, make decisions or take actions.
- 20 _____ Managers selecting the alternative solution that satisfies minimal decision criteria and seems "good enough" although certainly not perfect or ideal
- 21 _____ Number of persons or activities assigned to one manager
- 9 _____ Process of achieving organizational objectives through the use of people and other resources.
- 3 _____ Process of sharing ideas so others will understand and be able to use the information.
- 2 _____ Right to exercise authority should be delegated in a continuous line from the top to the bottom of the org.
- 16 _____ Set or sequence of steps to be followed in performing a specific task or action.
- 5 _____ The assignment of the authority to perform work, to manage the work of others or to make decisions on behalf of the org
- 1 _____ The right to command, to exercise the legitimate powers vested in the person by the org.
- 12 _____ Written or graphic representation of the formal authority relationships