



Chapter 1

1. The attainment of organizational goals in an effective and efficient manner through planning, organizing, leading and controlling organizational resource. (10)
2. The management function concerned with defining goals for future organizational performance and deciding on the tasks and resources needed to attain them. (8)
3. The management function concerned with assigning tasks, grouping tasks into departments, and allocating resources) to departments. (10)
4. The management function that involves the use of influence to motivate employees to achieve the organization's goals. (7)
5. The management function concerned with monitoring employees' activities, keeping the organization on track toward its goals, and making corrections as needed. (11)
6. The degree to which the organization achieves a stated goal. (13)
7. The use of minimal resources – raw materials, money and people – to produce a desired volume of output. (10)
8. The organization's ability to attain its goals by using resources in an efficient and effective manner. (11)
9. The cognitive ability to see the organization as a whole system and the relationships among its parts. (10,5)
10. The ability to work with and through other people and to work effectively as a group member. (5,5)