



Chapter 2

1. The aspects of a culture that guide and influence relationships among people – their values, needs, and standards of behaviour. (6,6)
2. A set of interrelated parts that function as a whole to achieve a common purpose. (6)
3. A system that does not interact with the external environment. (6,6)
4. The tendency for a system to run down and die. (7)
5. The concept that the whole is greater than the sum of its parts. (7)
6. Parts of a system that depend on one another for their functioning. (10)
7. Work an organization does by using electronic linkages. (1,8)
8. Business exchanges or transactions that occur electronically. (1,8)