



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)
9. Contracting out selected functions or activities of an organization to other organizations that can do the work more cost efficiently. (11)
10. An extension of the humanistic perspective in which the successful resolution of organizational problems is thought to key variations in the situation at hand. (11,4)