Key Words

Sr. No.	Key Words	Concept
1	Making departments and establishing reporting relationship	Organising
2	Framework within which managerial and operative tasks are performed	Organisational Structure
3	Number of subordinates that can be effectively managed by a superior	Span of Management
4	(a) Division of work as per functions (b) Specialisation in every function (c) Grouping of similar nature of jobs (d) Uniproduct or single or one type of product manufacturing (e) occupational specialisation	Functional Structure
5	(a) division of work as per product (b) grouping of jobs related to common products (c) specialisation in each product (d) multiproduct manufacturing companies (e) organisations adding more lines of product (f) organisational planning for expansion and diversification	Divisional Structure
6	(a) official organisation/focus on work (b) follows scalar chain for communication (c) Main purpose is achieving organisational goal (d) Includes functional and divisional structure (e) Created intentionally by manager	Formal Organisation
7	(a) Gets created automatically/network of social relationship (b) For psychological satisfaction and social needs of employees (c) Does not follow scalar chain (d) Includes all recreational activities	Informal Organisation
8	(a) Sharing of authority and responsibility between superior/subordinates (immediate subordinates) (b) Includes two levels only (c) Main purpose is to reduce the burden or work of manager (d) Routine activity	Delegation
9	(a) Involvement of all levels (b) Autonomy/belief in subordinates/systematic dispersal of authority to all levels (c) Evenly distribution of authority at every level (d) Main purpose in involvement of employees, giving more responsibility to employees at every level	Decentralisation

	(e) Allows freedom of operations and independent decision making at every level	
10	(a) Human element (b) Function which makes sures your assets walk out and come back next day happily and satisfied (c) Generic function of management	Staffing
11	(a) Staffing – it is used in small organisation (b) HRM – this concept is for large organisation having separate department for performing staffing function (c) Staffing is the part of HRM	Staffing and HRM
12	(a) Searching for prospective candidates (b) Inviting applications and inducing people to apply for job (c) Positive process	Recruitment
13	(a) Choosing the prospective candidates (b) Streamlining the attributes of different candidates (c) Negative process	Selection
14	(a) Suitable for acquiring higher level skills (b) Training under the guidance of a master worker or experienced guide or trainer or a mentor (c) A uniform period of training (d) Suitable for plumbers, electrician, iron workers	Apprenticeship Training
15	(a) Vertical movement of employees along the organisation structure (b) Horizontal movement of employees along the organisation structure	Promotion Transfer
16	(a) Suitable for new appointments (b) Familiarising with rules, regulations and working style of an organisation (c) Removes hesitation of new employees and add confidence (d) Familiarising new employees along the organisational structure	Induction/Orientation Training
17	(a) Training in dummy or duplicate model (b) Suitable for delicate, expensive and high-tech machinery/sophisticated machinery (c) A separate training centre is established away from the production place	Vestibule Training
18	(a) Executive function (b) Human element (c) Monetary incentive for lower-level employees (d) Non-monetary incentive for top-level management (e) Management in action	Directing
19	Influencing employees	Leadership
20	Grapevine	Informal Communication

21	(a) Creating will to do the work (b) When employees loose interest in job then this element is used (c) Improving initiative levels of employees (d) Inducing people to perform best (e) Psychological process (f) Arising need and desire in people (g) Stimulating employees	Motivation
22	(a) Congratulating employees (b) Displaying on notice board or newsletter (c) Giving award, trophy or certificate (d) Rewarding for good suggestion (e) Giving mementos, trophies etc.	Recognition (non-monetary incentive)
23	Giving shares at lower than market price	Co-partnership/Stock Option (Monetary Incentive)
24	Giving a special rank or position in the organisation	Status (Non-monetary Incentive)
25	(a) Influencing the behaviour of others (b) Maintaining good interpersonal relationship (c) Influencing employees to voluntarily perform, working with cooperation	Leadership
26	(a) No suggestions taken from followers (b) Placing orders only	Autocratic/Authoritative
27	(a) Taking suggestion from employees (b) Consultation with all followers (c) Keep initiative level of employee high	Democratic
28	(a) Complete freedom to employees (b) No interference of superior in taking decision by subordinates only in case of emergency/necessary	Free rein
29	(a) Ensure work as per plan (b) Complete events to confirm to plan (c) Actual output not as per target due to lack of controlling (d) Comparison between actual performance with planned performance **Some mistake found/loss found** **Then find the reason** **Then make it correct**	Controlling
30	Giving more attention to activities and departments which are more important and critical whereas non-critical areas can be ignored Key reason areas, affect whole organisation, etc.	Critical Point Control (CPC)
31	Ignoring the deviation within a permissible limit. A manager tries to control everything may end up controlling nothing. Range of deviation should be allowed	Management by Exception (MBE)