

Mgmt.110

Wk 7-12 short answer questions (ch 6, 7, 8, 9, 10, 13, 15)

Wk 7-12 mc questions (ch 6, 7, 8, 9, 10, 13, 15)

week 7

organisational culture- Refers to the members' habitual ways of making decisions, and presenting themselves and their organisation to those who come into contact with it

- Observed behavioural regularities: rituals, language
- Norms: degree of corporation between management and employees
- Dominant values: product/service quality
- Philosophy: beliefs on how employees and customers should be treated
- Rules: do's and don'ts
- Organisational climate: how people interact with each other