

BUS849

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1. An analytical process through which an enterprise's performance can be compared with that of its competitors is \_\_\_\_\_

cos-benefit analysis

comparatives

--->> benchmarking

multiple comparisons

2. \_\_\_\_\_ is the process whereby key variables are maintained in a state of equilibrium even when there are environmental disturbances

photosynthesis

stabilisation

--->> homeostasis

cybernetics

3. \_\_\_\_\_ should be seen as a factor in building a consensus for the alternative business strategy to employ

coalitions

availabilty and merit

--->> internal politics

consensus

4. Formulation and implementation of strategy are very much the responsibilities of the \_\_\_\_\_

general manger

personnel manager

--->> strategy mager

supervisor

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reactive

--->> pro-active

selective

strategic

6. \_\_\_\_\_ form coalitions around the direction the organisation should go on a particular issue or issues

champions

--->> key individuals and groups

personnel

strategos

7. To stay on top of how well strategy implementation is going, a manager must \_\_\_\_\_

develop a broad network of controls

use sources of information

--->> tap into the flow of gossip through the grapevine

use observations

8. The most valuable strategy implementing skills excludes creating \_\_\_\_\_

--->> an atmosphere where there is constructive pressure to perform

high level of commitment to work

a climate of excellence

a spirit of high performance

9. With coalitions, \_\_\_\_\_ issues take precedence and given priority in resources allocation

administrative

enterprise

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--->> political

10. Feedback control should ensure \_\_\_\_\_ in the face of changing circumstances

optimum adjustment

equilibrium

--->> self-regulation

harmonic motion

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