

ГЛОССАРИЙ

N п/п	Новые понятия	Содержание
1	2	3
1.	Managers	work in organizations and get things done through other people
2.	Organization	A consciously coordinated social unit, composed of two or more people, that functions on a relatively continuous basis to achieve a common goal or set of goals
3.	Planning	Includes defining goals, establishing strategy, and developing plans to coordinate activities
4.	Organizing	Determining what tasks are to be done, who is to do them, how the tasks are to be grouped, who reports to whom, and where decisions are to be made
5.	Leading	Includes motivating subordinates, directing others, selecting the most effective communication channels, and resolving conflicts
6.	Controlling	Monitoring activities to ensure they are being accomplished as planned and correcting any significant deviations
7.	Interpersonal Roles	Roles that include figurehead, leadership, and liaison activities
8.	Informational Roles	Roles that include monitoring, disseminating, and spokesperson activities

9.	Decisional Roles	Roles that include those of entrepreneur, disturbance handler, resource allocator, and negotiator
10.	Technical Skills	The ability to apply specialized knowledge or expertise
11.	Human Skills	The ability to work with, understand, and motivate other people, both individually and in groups
12.	Conceptual Skills	The mental ability to analyze and diagnose complex situations
13.	Organizational Behavior	A field of study that investigates the impact that individuals, groups, and structure have on behavior within organizations, for the purpose of applying such knowledge toward improving an organization's effectiveness
14.	Systematic Study	Looking at relationships, attempting to attribute causes and effects, and drawing conclusions based on scientific evidence
15.	Intuition	A feeling not necessarily supported by research
16.	Work-Force Diversity	The increasing heterogeneity of organizations with the inclusion of different groups
17.	Contingency Variables	Situational factors that moderate the relations between two variables and improve a predictions' validity
18.	Research	The systematic gathering of information
19.	Variable	Any general characteristic that can be measured and that changes in either amplitude, intensity, or both.
20.	Hypothesis	A tentative explanation of the relationship between two or more variables
21.	Dependent Variables	A response that is affected by an independent variable

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22.	Independent Variables	The presumed cause of some change in the dependent variable
23.	Moderating Variable	Abates the effect of the independent variable on the dependent variable; also known as contingency variable
24.	Causality	The implication that the independent variable causes change in the dependent variable
25.	Correlation Coefficient	Indicates the strength of a relationship between two or more variables
26.	Theory	A set of systematically interrelated concepts or hypotheses that purport to explain and predict phenomena
27.	Validity	The degree to which a research study is actually measuring what it claims to be measuring
28.	Reliability	Consistency of measurement
29.	Generalizability	The degree to which results of a research study are applicable to groups of individuals other than those who participate in the original study
30.	Case Study	An in-depth analysis of one setting
31.	Field Survey	Questionnaire or interview responses are collected from a sample, analyzed, and then inferences are made from the representative sample about the larger population
32.	Meta-analysis	A statistical technique that quantitatively integrates and synthesizes a number of independent studies to determine if they consistently produced similar results

33.	Laboratory Experiment	In an artificial environment, the researcher manipulates an independent variable under controlled conditions, and then concludes that any change in the dependent variable is due to the manipulation or change imposed on the independent variable
34.	Field Experiment	A controlled experiment conducted in a real organization
35.	Model	Abstraction of reality; simplified representation of some real-world phenomenon
36.	Productivity	A performance measure including effectiveness and efficiency
37.	Effectiveness	Achievement of goals
38.	Efficiency	The ratio of effective output to the input required to achieve it
39.	Absenteeism	Failure to report to work
40.	Turnover	Voluntary and involuntary permanent withdrawal from the organization
41.	Job Satisfaction	A general attitude toward one's job; the difference between the amount of rewards workers receive and the amount they believe they should receive