

U1.24 - Print & Cut Flashcards

Cut along the card edges. Each card shows the question on top and the answer underneath.

CARD 1

What is chain of command?

The line of authority showing who reports to whom and how instructions and decisions move through a business.

CARD 2

What is a long chain of command?

A chain with many management levels between senior management and frontline employees.

CARD 3

What are the advantages of a long chain of command?

Clear reporting lines, specialised management, consistent decisions and greater control.

CARD 4

What are the disadvantages of a long chain of command?

Slower communication, delayed decisions, possible information distortion and higher management costs.

CARD 5

What is a short chain of command?

A chain with relatively few management levels between senior management and frontline employees.

CARD 6

What are the advantages of a short chain of command?

Faster communication, quicker decisions, direct access to managers and lower management costs.

CARD 7

What are the disadvantages of a short chain of command?

Manager overload, less formal control, possible unclear authority and less suitability for some high-risk industries.

CARD 8

What is span of control?

The number of employees a manager or supervisor directly manages.

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CARD 9

What is a narrow span of control?

A manager directly supervises a relatively small number of employees.

CARD 10

When is a narrow span most appropriate?

When work is complex, skilled, risky or changing, or employees require significant supervision and support.

CARD 11

What are the advantages of a narrow span of control?

Closer supervision, greater support, clearer accountability and employees may feel better supported.

CARD 12

What are the disadvantages of a narrow span of control?

Higher management costs, possible micromanagement and reduced employee autonomy.

CARD 13

What is a wide span of control?

A manager directly supervises a relatively large number of employees.

CARD 14

When is a wide span most appropriate?

When work is routine and predictable and employees are experienced and able to work independently.

CARD 15

What are the advantages of a wide span of control?

Lower management costs, flatter structure, greater employee autonomy and efficiency in routine operations.

CARD 16

What are the disadvantages of a wide span of control?

Less individual supervision, communication problems, weaker accountability and employees may receive less support.

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CARD 17

What is the simple rule for choosing span of control?

More supervision needed -> narrower span. Less supervision needed -> wider span.

CARD 18

What does MOST stand for?

Manager, Organisational culture, Subordinates and Task.

CARD 19

What is delegation?

The assignment of responsibility and/or authority to another person to complete a task.

CARD 20

What are the advantages of delegation?

Develops employee skills, builds motivation and trust, speeds decisions and frees managers for higher-priority work.

CARD 21

What problems can occur with delegation?

Employees may lack training, tasks may be unclear, authority may be insufficient or employees may feel unrewarded.

CARD 22

Why can delegation speed up decisions?

Employees can act without waiting for every decision to move through higher levels of management.

CARD 23

Who remains accountable after a manager delegates a task?

The manager who delegated the task remains accountable for the final outcome.