

Variant 1

1. Give the definition of "information" and "uncertainty". Define features of measurement of information and describe the properties of transmission, propagation, multiplicity of information and operations of union and separation information.

2. Describe the characteristics and content management communications in a centralized organization.

3. Describe the types of information distortion in communication and identify opportunities to improve the quality of communications in these cases.

4. In the course of its business development companies use various types of information culture. The most successful companies are those stages of their business:

1) Stage 1 - the stage of active business of the company, established new risk (venture) company, the rate of innovation, the pace and scope of change indicators are very large markets as uncertainty and complexity of the products and technologies high. The company focused on finding new perspectives and ideas that promise to create new products and services that could change the conditions of competition in the markets and industries.

2) Stage 2 - after a few years, the market has new, more solid competitors. The composition competition is changing and the likely emergence of new ones. This situation requires constant elimination of errors and problems. Managers and employees are focused on understanding future trends and finding the best ways to avert possible threats guided by information on market analysis, technological research and development, customer service.

3) Stage 3 - the extent of how new products or services of the company are known for the continuous removal of errors and problems managers and professionals can share information important to improve processes and increase efficiency sufficiently trust each other. The direct exchange of information on possible disruptions and failures required to address problems and adapt to change.

4) Stage 4 - products are entering a phase of maturity. In this situation, managers focus on getting accurate and complete information on the activities of branches, sales, financial expenses, income, efficiency of the employees.

Give reasonable answers to the following questions:

1. What information culture corresponds to stage 1 of the company?
2. What information culture corresponds to stage 2 of the company?
3. What information culture corresponds to stage 3 of the company?
4. What information culture corresponds to stage 4 of the company?
5. How can be the further development of information and which culture should be introduced for the new phase of development?

Variant 2

1. Define the communication channels used for transmission of formalized management information, to characterize the impact of informational noise on the process of communication in these channels.

2. Identify areas of negative information behavior in organizations.

3. Describe the benefits of network as the organizational structure of the company in the global economy.

4. President of ATLANTA TOOL AND DIE - R. Langston decided to improve communication going back and decided to start with the open door policy. He announced that his office door is always open to workers and recommended that all senior managers to follow suit. The President believed that it would give him the opportunity to receive timely warning signs that will not be filtered and redirected formal institutional channels. He knew that many employees feel fairly confident when speaking with senior managers. Sometimes the president were reports that such and such and such procedures are wrong and require adjustment. In this case, R. Langston raised these issues at a meeting of managers of the company.

Most difficult to deal with complaints of people who could not get used to their supervisors. Thus, one of the staff William Leroy, said the manager of his department is the department that excessive liabilities and subordinated constantly experiencing significant pressure from this manager. Worst of all, according to William Leroy - this is what accounts for working overtime. However, while U.Leroy not supported the proposal of the President to invite the manager to the discussion, and was opposed to the other employees of his department confirmed its complaint. R. Langston understood that the charges U.Leroya be fair and therefore could not let him just sit and complain than try to figure out everything, so can reach up to release the employee at will. Thus was scheduled tripartite meeting - the president of the company, U.Leroy manager and his department.

Before the meeting R. Langston U.Leroya contacted the manager and explained the situation to him, insisted that the manager came to the meeting with a desire to listen to the other side without any hostility. Indeed, during the meeting, the manager U.Leroya listened very active and showed no bias. Manager looked at the problem through the eyes of a subordinate, realized that he feels great and overload. After meeting U.Leroyu manager said that it was much easier. This manager was appointed to the post a few months ago, he did not have the necessary management experience and planning work in this department. Manager gladly accepted the offer U.Leroya help him in his work.

Give reasonable answers to the following questions:

1. By what means R. Langston was able to increase the effectiveness of organizational communication?

2. Evaluate the effectiveness of the open door policy to encourage upward communication? What other ways you can offer?

3. What are the challenges for the manager creates open door policy?

4. How willingly workers can enjoy the policy of open doors and under what conditions it will be effective for the organization as a whole?

Variant 3

1. Describe the types of communication networks that use in organizations and identify possible information noise that can occur in these communication networks.
2. Identify types rezultatnyh management information for legal support.
3. Define the term "information society" and describe the main characteristics and challenges of the information society.
4. The management company Z must consider two projects A and B production of A and B, respectively, and to choose only one project for implementation. The volume of demand for the products shall not exceed 8000 units of products a year. To analyze and compare organizational projects A and B were applied graphic representation of information: Fig. 1 and Fig. 2.

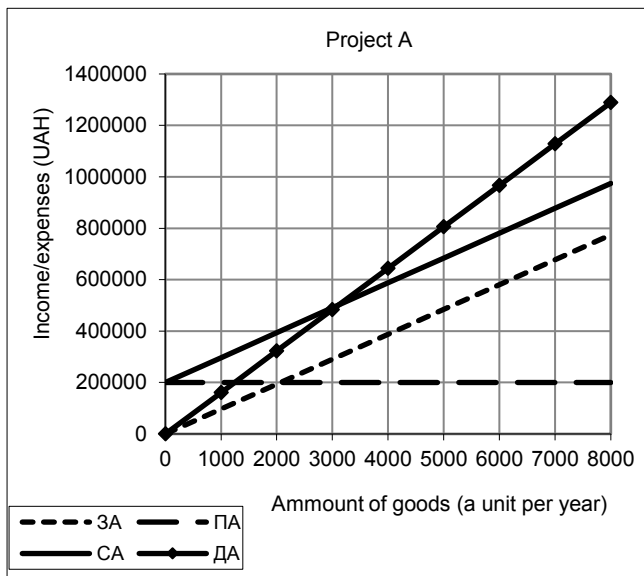


Fig. 1 Results of research of project A

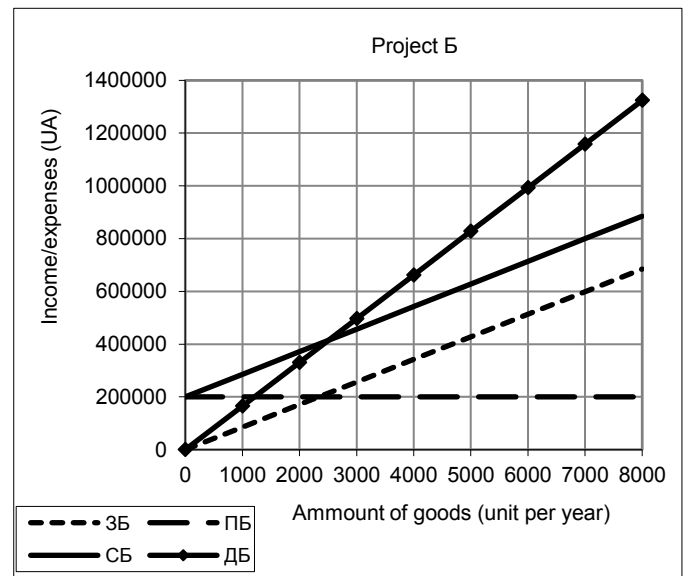


Fig. 2 Results of research of project B

For the project A per year: Π_A – constant expenses, 3_A - variable expenses, C_A - full expenses, \mathcal{D}_A – income.

For the project B per year: Π_B – constant expenses, 3_B - variable expenses, C_B - full expenses, \mathcal{D}_B – income.

Give reasonable answers to the following questions:

1. Enter the coordinates of the break-even point for each project (**not make on the figures any signs**).
2. Identify and compare the profit for each project, if the number of products produced per year equal to 6,000 units.
3. Identify and compare the profit for each project, if the number of products produced per year equal to 8,000 points or reach the highest possible sales.
4. Give recommendations for the final decision on the selection of a project.

Variant 4

1. Describe the relevance and dynamic interaction between strategy, structure and environment organizations.
2. Describe the types of filtering information to combat noise information.
3. Describe the mandatory requirements for the process flow of information, a definition of "uncertainty" and "entropy", the role of these concepts in information theory.
4. There are many reasons due to which the message, transmitted, in your opinion, in accordance with the ideas, may not be adequately understood by the addressee.

For example, you are the head of the financial department of the company. Marketing department manages your old friend - Petrenko. Analysis of the financial condition of the company, the last quarter showed significant budget overruns in the Department of Marketing and Logistics. Company President convenes meeting on saving financial costs in the company and instructed you to organize attendance at the meeting of the heads of all departments. You made a list of all the leaders and instructed his secretary to inform them about the meeting and prepare them relevant information, while Petrenko decided to tell you in person. Call Doe, you said that October 10, 2013 from 10-00 to 12-00 held an important meeting with the president of the company, which must be present and Petrenko of the relevant documents. Then your conversation switched to football topics held long enough and emotionally. At the meeting Petrenko did not appear. As it turned out, he went to check the survey, conducted by his subordinates, explaining his failure to appear at a meeting that he understood so that your message the old friendship, a warning that it should not appear on this meeting not to report significant overruns in the marketing department.

Give reasonable answers to the following questions:

1. Was the communication of the head of the financial department Petrenko effective?
2. Is here in this case pragmatic filtering of information?
3. How can we make sure that the recipient has received and properly understood your message, did he agree or disagree with you?
4. Specify how you can ensure the effectiveness of any communication.

Variant 5

1. Describe the validity of the information. Define a set of tools that provide information and reproduction of the continued existence of information systems.

2. Specify the motivations of management information to the management of organizational culture.

3. Describe the formal organizational communication.

4. At the present stage of development of Ukraine there is a trend of sharp decrease in sales of the company's products, which influenced the significant drop in profit last quarter. A meeting of the company, which - decide to resolve the crisis. During the discussion at the meeting of the company it was put forward the following proposals to resolve the crisis:

Variant 1 - To reduce administrative costs, travel expenses, rental car representative, to freeze the increase in wages;

Variant 2 - to reduce the range of products manufactured by excluding from it uneconomic and unprofitable products, and thus reduce selling wholesale price.

Give reasonable answers to the following questions:

1. What should be the primary information to analyze Variant 1?
2. What should be the primary information to analyze Variant 2?
3. What is the estimated information on the possible implementation of each variant should be made with the right decision at the board meeting?
4. What should be predictable resultive information, if selected Variant 2, that it could actually implement?
5. What should be resultive information for legal support if selected Variant 2?

Variant 6

1. Determine the relationship between communication channel capacity and efficiency of communications. Briefly describe the main communication channels used in management, compare their performance to determine the feasibility of using.

2. Describe the direction of the economy under the influence of modern information and communication technologies.

3. Describe the types of resultive management information in character transformation.

4. While information sharing cultural differences can create significant obstacles to understanding. Japanese style business talks has a number of features, as Japanese culture cultivates a multifaceted communication, as opposed to Western or Ukrainian culture. For the Japanese communication - a ritual, not just words. In that statement, and expressly stated, the Japanese distinguish between "tatemae" and "honne." "Tatemae" - an official contribution to the public the truth, and "honne" - true intentions, the real truth. The Japanese have a completely different structure and use of language. In many ways, the Japanese grammar is the complete opposite of Ukrainian or English grammar. For example, the phrase "I'm going home" literally translated from Japanese sound like "Home, I'm going."

Japanese communication - the interaction. In the western world - one person speaks and the other listens politely, not interrupted as this tactless. Japanese-listener delivers signals which show that he understands the speaker, sometimes ending phrase for talking or say "hi." This "high" means "Yes, I understand you," instead of "Yes, I agree with you." That Japanese shows that only understands the above, but it does not mean that he expresses his own opinion about what was said or has made a decision regarding the purpose of the negotiations. This is because Japanese society is valued in agreement with the group, not the individual spontaneity or initiative behavior. This is why negotiations with the Japanese tend to follow closely the Protocol.

Give reasonable answers to the following questions:

1. Whether there are nonverbal barriers in business negotiations between Ukrainian and Japanese?
2. Determine which individual factors influence the effectiveness of communications play a key role in business negotiations between Ukrainian and Japanese.
3. How to establish effective feedback Ukrainian side in the negotiations with the Japanese?
4. What information noise can arise in business negotiations between Ukrainian and Japanese using interpreter-Ukrainian?
5. How to overcome information noise that can occur in business negotiations between Ukrainian and Japanese using interpreter-Ukrainian?

Variant 7

1. Describe the features of the influence of centralization and decentralization of organizational communication; identify possible information noise that may occur when using centralization and decentralization in organizational communications.

2. Describe the following individual factors influence the effectiveness of management communication: the difference of perception and listening skills. How can we improve the perception of information and achieve effective listening skills in the personal communications?

3. Describe the main aspects of individual information culture related to human creativity, and to define its role in the information society.

4. We consider the activities of four companies:

Company 1 - the company «Intel» - focused on innovation, the result of innovation - constant change of technology in the production of semiconductors, which occurs about every 18 months, and the investment for a new manufacturing huge - from 1.5 to 2 billion. Dollars. USA.

Company 2 - the corporation «Microsoft» while competing in the markets of online information, entertainment and video sales, the radically changed the traditional idea of the software vendor. The company provides not just change or adapt to them, but perekroyuye very basis of competition in various fields.

Company 3 - Swiss-Swedish company "ABB" is well known for its financial accounting system, which covers more than 1600 branch offices scattered around the world. To manage such a corporation, if rather small central device management, you need to have accurate and complete information on the activities of branches.

Company 4 - the company «Boss Corporation» focuses on the exchange of information on possible disruptions and failures, it is necessary to fix the problem and adapt to changes, such information is a necessary condition for success. The company believed that bringing such information to their services and workgroups to customers and suppliers, the company helps eliminate problems and improve the existing production, improve the quality of products produced.

Give reasonable answers to the following questions:

1. What information culture corresponds to Company 1?
2. What information culture corresponds to Company 2?
3. What information culture corresponds to Company 3?
4. What information culture corresponds to Company 4?
5. How can be the further development of the company 4 «Boss Corporation» - and which information culture should be introduced for the new phase of development?

Variant 8

1. Describe the key management cycles that are part of the process of the technological scheme of management.
2. Define features of the influence of non-verbal signals to the effectiveness of individual communications.
3. Describe the validity of the information. Define a set of tools that provide information and reproduction of the continued existence of information systems.
4. In a large transnational corporation xxx Commission (April 2012) investigated the situation which was the cause of the collapse of the corporation xxx in India in March 2012.

The investigation revealed that in late 2008, the Board of Directors of xxx decided on 01.01.2009. 80% of profits in India, to leave this country and the use of these funds 72% for charitable events, and another 8% as this decision to spend an extra charge of staff who was seconded from the parent company. By this decision the Indian remained separated 8% of the total revenue of this division. The final wording of the decision and bring it to the attention of the leadership of the Indian branch of the corporation charged xxx financial officer of the corporation.

CFO Corporation xxx was not agree with such a radical solution to the financial crisis, as prepared following the formulation of the decision of the Board: "In the global financial crisis, the income received by the Indian branch of the corporation for 2009 are divided as follows: 80% of the profits are sent for charitable activities in the parent company, of this amount 72% to spend on additional payment of top managers of the parent company. Profit is the Indian branch distributed as follows: 8% spend extra charge of staff who was seconded from the parent company in India and the rest to charity projects in India.

President of the Indian branch of the corporation XXX, received the decision from the parent company decided not to spend money on charitable activities in India and spend it on additional payment of managers who have been seconded from the parent company in India.

The global financial crisis led to a significant drop in profits as corporations xxx in general and India in particular department. But while the top managers of the parent company and the Indian branch managers received higher wages and did not consider that the crisis is a dangerous business corporation, so did not take any anti-crisis measures. The result - the Indian government Indian department denied xxx corporation based in that country, as other multinationals that have been present in India, provided the country a significant charitable assistance.

Give reasonable answers to the following questions:

1. Determine the psychological causes distortions in the transmission of information in the drop-down organizational communication in corporations xxx?
2. What were the information noise that was spreaded and used in the corporation xxx?
3. Determine whether each meets generated and transmitted to the information management levels in the corporation xxx were pragmatic expectations of subordinates?
4. How, through effective communication, could avoid the situation that arose in the corporation xxx?

Variant 9

1. Draw a standard model of communications, described the components of the model and specify the organizational factors that significantly affect the efficiency of administrative communications.
2. Define the modern information technologies, stating their purpose, methods, means and motive forces of progress in the field of information technology.
3. Describe the concept and actual rezultatnyh management information.
4. Output of project implementation of new automatic production line of candies and chocolate in the company "Kraft Foods Ukraine" presented in the table.

Output of the project (beginning of the implementation 01.01.2012)

The total need for capital (through credit)	370 000 doll.
The project's life cycle	10 years
Income tax	25%
Depreciation amount per year	37 000 doll.
Discount rate	0,20
Interest on the loan for a year	20%

One method of evaluation of the project - is method of calculating the payback period of the project by example getting accumulated profit of the project.

Forecasts investment amortization are presented graphically in Fig. 1.

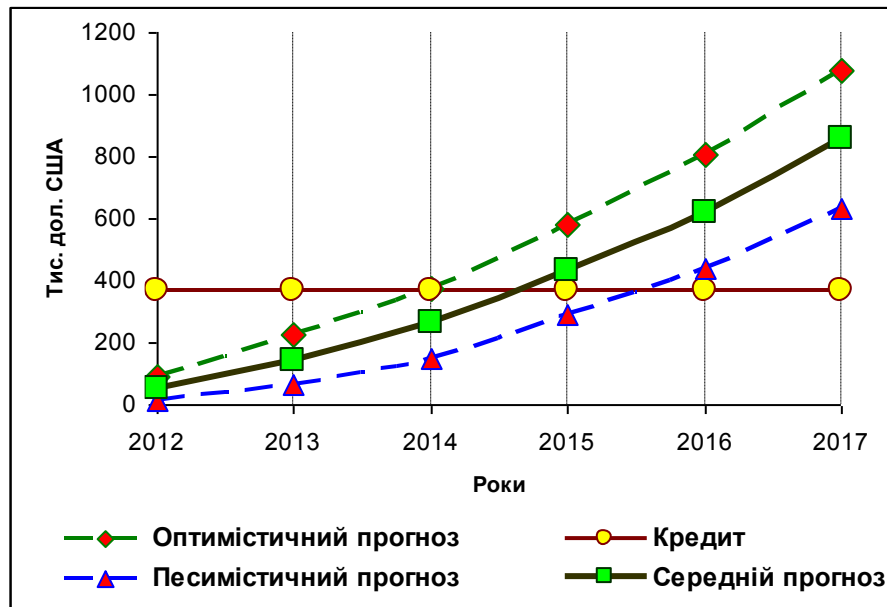


Fig. 1 Forecasts investment amortization

Fig. 1 forecasts (optimistic, intermediate and pessimistic) - it forecasts profits gained from the project. (Payback period of the project - is period during which the profits gained from the project will pay full investment.)

Give reasonable answers to the following questions:

1. Determine (approximately) the payback period for the pessimistic, optimistic and average forecasts using graphic information and tabular data.
2. Specify the time period for which the profit gained from the project will reach 800 thousand. Dollars. - Pessimistic, optimistic and average forecasts using graphical information.
3. Specify advantage of presenting information in tables.
4. Specify benefits of graphical information.

Variant 10

1. Describe the new organizational forms that have emerged and may be due to the introduction of modern information technology.

2. Identify the content and problems rising organizational communication, to offer ways to overcome communication problems in the ascending organizational communications.

3. Describe aligning organizational information culture to change.

4. At the present stage of development of Ukraine there is a trend of sharp decrease in volume of sales of "Metal structures" that affected a significant drop in profits for the last quarter. A meeting of the company, which - decide to resolve the crisis. During the discussion at the meeting of the company put forward the following proposals to resolve the crisis:

Variant 1 - to explore the possibilities of exports to Georgia;

Variant 2 - abandon intermediaries when selling products to the domestic market and expand its own distribution network, reducing prices for products compared to prices that set the wholesale middlemen and retailers.

Give reasonable answers to the following questions:

1. What should be the primary information to analyze Variant 1?
2. What should be the primary information to analyze Variant 2?
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