

Chapter 8
Office Administration
Key Terms

1.	Analytical report	I
2.	Appendix	Q
3.	Bibliography	Y
4.	Buffer	L
5.	Chronological style	A
6.	Coding	S
7.	Data collection	EE
8.	Deductive approach	E
9.	Direct approach	W
10.	External report	II
11.	Findings	U
12.	Glossary	B
13.	Goodwill	O
14.	Horizontal report	V
15.	Index	HH
16.	Indirect approach	M
17.	Inductive approach	AA
18.	Informational report	GG
19.	Logical style	K
20.	Main document	C
21.	Narrative reports	R
22.	Nontechnical reports	X
23.	Personal interview	G
24.	Primary research	T
25.	Progress report	CC
26.	Proposal	P
27.	Psychological style	D
28.	References	J
29.	Scheduled reports	FF
30.	Secondary research	N
31.	Special reports	Z
32.	Statistical reports	F
33.	Technical reports	BB
34.	Vertical report	DD
35.	Works cited	H

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- A. Preparation of a written document according to the sequence in which events occurred. **(5) Chronological style**
- B. Alphabetical list of terms defined for the reader. **(12) Glossary**
- C. Contents of a form letter prepared for the mail-merge function. **(20) Main document**
- D. Preparation of a written document according to the receiver's needs. **(27) Psychological style**
- E. Writing a business letter so that the main idea is presented first, followed by facts and details and a positive, forward-looking closing statement; as referred to as a direct approach. **(8) Deductive approach**
- F. Written documents that include primarily numerical data. **(32) Statistical reports**
- G. Technique used to obtain responses to open-ended questions from a population or sample of individuals. **(23) Personal interview**
- H. Alphabetical list of all information sources that are directly cited within a document; also referred to as references. **(35) Works cited**
- I. Written document that presents basic information and facts as well as an analysis and interpretation of primary data obtained through formal research. **(1) Analytical report**
- J. Alphabetical list of all information sources that were directly cited within the body of the report; also referred to as works cited. **(28) References**
- K. Preparation of a written document according to patterns of reasoning. **(19) Logical style**
- L. Beginning paragraph in a negative letter that sets the stage for the information that follows. **(4) Buffer**
- M. Writing a business letter that conveys a negative response or some other form of bad news so that the details are presented first as a buffer, followed by the decision and a forward-looking closing statement; also referred to as an inductive approach. **(16) Indirect approach**
- N. Investigation to gather information that others have written and prepared as the basis for primary research. **(30) Secondary research**
- O. Positive, clear, and courteous communication climate that develops

when people work together within the organization or with others outside the organization; favorable attitude and feeling exhibited toward an individual and/or his or her organization. **(13) Goodwill**

- P. Plan that includes information such as what the new development is, why it is important to the continued efficient operation of the business, how it will be used, and how much implementation will cost. **(26) Proposal**
- Q. Supplementary research material (sample questionnaire, sample letters written to respondents, and detailed data analysis(not included in the body of the report. **(2) Appendix**
- R. Written documents that primarily include text material (words) **(21) Narrative report**
- S. Making notations on a record to indicate exactly how the record will be stored (names, numbers, or character strings). (2) Procedure used in research to assign a number to each response classification. **(6) Coding**
- T. Gathering original information to use as current data in a report. **(24) Primary research**
- U. Results of a research study that are summarized immediately following the presentation of the data as a capstone to the data analysis section of the report. **(11) Findings**
- V. Communication at the same administrative level that may be distributed from department to department or division to division within the organization. **(14) Horizontal report**
- W. Writing a business letter by presenting the main idea first, followed by facts and details and a positive, forward looking closing statement; also referred to as the deductive approach. **(9) Direct approach**
- X. Written documents that refrain from using technical language to convey information to people who do not have backgrounds in a given subject area. **(22) Nontechnical reports**
- Y. Alphabetical list of all information sources used for a report, including sources for citations included in the report; list of all references consulted by the author that contributed to the content of the report. **(3) Bibliography**
- Z. Written documents prepared on demand that concern unusual or nonroutine requests for information. **(31) Special reports**
- AA. Writing a business letter that conveys a negative response or some other

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form of bad news so that the details are presented first as a buffer, followed by the decision and a forward-looking closing statement; also referred to as an indirect approach. **(17) Inductive approach**

- BB. Written documents designed for conveying information to professionals within the field who will understand the specialized vocabulary and terminology included in the documents. **(33) Technical reports**
- CC. Written document that outlines steps already completed in a project and others that still need to be completed. **(25) Progress report**
- DD. Written document prepared for someone at a higher level within the organizational structure of the company or for someone at a lower level. **(34) Vertical report**
- EE. Accumulation of data or facts from primary and secondary sources to analyze a research problem thoroughly and evaluate possible solutions to the problem. **(7) Data collection**
- FF. Written documents issued at regular, stated intervals – weekly, monthly, or quarterly. **(29) Scheduled reports**
- GG. Written document in which facts are presented in an organized, structured manner. **(18) Informational report**
- HH. Alphabetical list of names and subjects appearing at the end of a reference that contains page numbers where the names or subjects appear within the publication. **15) Index**
- II. Written document that will be disseminated outside the organization; sometimes referred to as a radial report. **(10) External report**