

Office Administration – Chapter 8 Key Words

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| 1. Analytical report | 11. Goodwill | 21. Progress Report |
| 2. Appendix | 12. Horizontal Report | 22. Proposal |
| 3. Bibliography | 13. Index | 23. Psychological Style |
| 4. Buffer | 14. Informational Report | 24. References |
| 5. Chronological Style | 15. Logical Style | 25. Scheduled Reports |
| 6. Coding | 16. Main Document | 26. Secondary Research |
| 7. Data Collection | 17. Narrative Reports | 27. Special Reports |
| 8. External Report | 18. Nontechnical Report | 28. Statistical Reports |
| 9. Findings | 19. Personal Interview | 29. Vertical Report |
| 10. Glossary | 20. Primary Research | |

- 4 _____ A beginning paragraph setting the stage for when facts need to be read before bad news is conveyed.
- 11 _____ A favorable attitude and feeling that can express sympathy, thanks or congratulations.
- 7 _____ Accumulation of data or facts from primary and secondary sources to analyze a research problem thoroughly and evaluate possible solutions to the problem.
- 3 _____ Alphabetical list of all information sources used for a report, including for citations included in the report.
- 24 _____ Alphabetical list of information sources directly cited within the body of the report; works cited.
- 10 _____ Alphabetical list of terms defined for the reader.
- 12 _____ Communication at the same administrative level that may be distributed from department to department or division to division within the organization.
- 13 _____ Contains a list of particular topics or subjects that have appeared in newspapers, periodicals or other sources with specific reference to the source.
- 16 _____ Contents of a form letter prepared for the mail-merge function.
- 20 _____ Gathering original information to use as current data in a report.
- 26 _____ Investigation to gather information that others have written and prepared as the basis for primary research.
- 6 _____ Making notations on a record to indicate exactly how the record will be stored. Assign a number to each response classification.
- 22 _____ 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.
- 15 _____ Preparation of a written document according to patterns of reasoning.
- 23 _____ Preparation of a written document according to the receiver's needs.
- 5 _____ Preparation of a written document according to the sequence in which events occurred
- 9 _____ 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.
- 2 _____ Supplementary research material not included in the body of the report
- 19 _____ Technique used to obtain responses to open-ended questions from a population or sample of individuals.
- 14 _____ Written document in which facts are presented in an organized, structured manner.
- 29 _____ Written document prepared for someone at a higher level within the organizational structure of the company or for someone at a lower level.
- 21 _____ Written document that outlines steps completed in a project and others that still need to be completed.
- 1 _____ Written document that presents basic information and facts as well as an analysis and interpretation of primary data obtained through formal research.
- 8 _____ Written document that will be disseminated outside the organization; radial report.
- 25 _____ Written documents issued at regular, stated intervals.
- 27 _____ Written documents prepared on demand that concern unusual or non routine requests for information.
- 28 _____ Written documents that include primarily numerical data.
- 17 _____ Written documents that primarily include text material.
- 18 _____ Written documents that refrain from using technical language to convey information to people who do not have backgrounds in a given subject area.