

WEST VIRGINIA DIVISION OF HIGHWAYS
ADMINISTRATIVE OPERATING PROCEDURES, SECTION V
STUDY GUIDE
CHAPTER 2

#	ANSWER	QUESTION
1		True or False: Only DOH upper management are responsible for planning.
2		The process of management is not a series of separate functions; rather it is a composite process made up of the individual functions: Planning, _____, Directing, and Controlling.
3		What must a manager do prior to organizing?
4		The single most important ingredient of directing is _____.
5		Managers must often direct subordinates to follow a _____ and _____ action.

EMPLOYEE NAME: _____

DATE COMPLETED: _____

SUPERVISOR: _____