



What makes a good controller?

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Weasels, or





What the expectations are:

1. Correct mistakes.
2. Prevent EM to happen.
3. Make sure that things get done!

Analyses: Do controllers meet these requirements?

Variable	Initiative	EM	Like. Of leaving
Ambiguity	n.s.	n.s.	n.s.
Role conflict	+	+	+
Realism goal	n.s.	+	-
Held acc. Higher dpt.	+	n.s.	+
Held acc. Higher dpt. x Role conflict	-	n.s.	-*
Influence	+	-	-
Constant	n.s.	+	n.s.
Adj. R^2	0.100	0.252	0.265

N= 177; Including controls n.s. is not sign. . = * Marginal significance



Conclusions (1)

- Controller likes to work in an environment where people speak up about mistakes.
- The controller does not mind to correct for mistakes.



Conclusions (2)

- Controllers can only meet requirements if the organization is tolerant to dissent.
- If the organizations want the controller to observe less mistakes, he will observe less mistakes!



Questions?

