

ISYS 360

Chapter 1 - Introduction to organisations and management

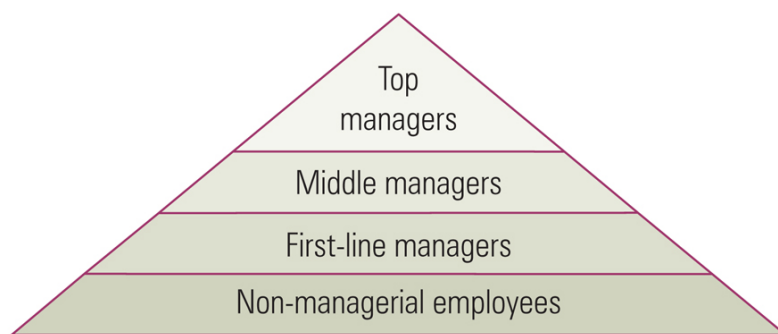
Characteristics of organisations: People, Distinct purpose, Deliberate Structure

The Changing Organisation:

Traditional Org: Job focused, managers make the decisions, rule oriented, 9-5 workdays, hierarchical relationships, permanent jobs

New Contemporary Org: Skills focused, team oriented, temporary jobs, workdays have no boundaries, work anywhere at any time, employees participate in decision making

Organisational Levels



Efficiency and effectiveness in management

Management strives for low resource waste (high efficiency) and high goal attainment (high effectiveness). Efficiency = resource usage and effectiveness = goal attainment

Management Functions

Planning – Defining goals, establishing strategies and developing plans for activities

Organising – Determine what needs to be done and how it will be done

Leading – Motivating, leading and actions involved with dealing with people

Controlling – Monitoring activities to ensure they are accomplished

All these lead to achieving an organisation's purposes.

Skills needed at different management levels

Lower level managers – Technical skills

Middle Managers – Human skills

Top Managers – conceptual skills

Important managerial skills – effective communication, managing change, collaboration, team building, problem solving