

Victoria University of
Bangladesh

CSI 121 Final Exam - 2024

Introduction to Management

SM Mithon Hossen

2121210031

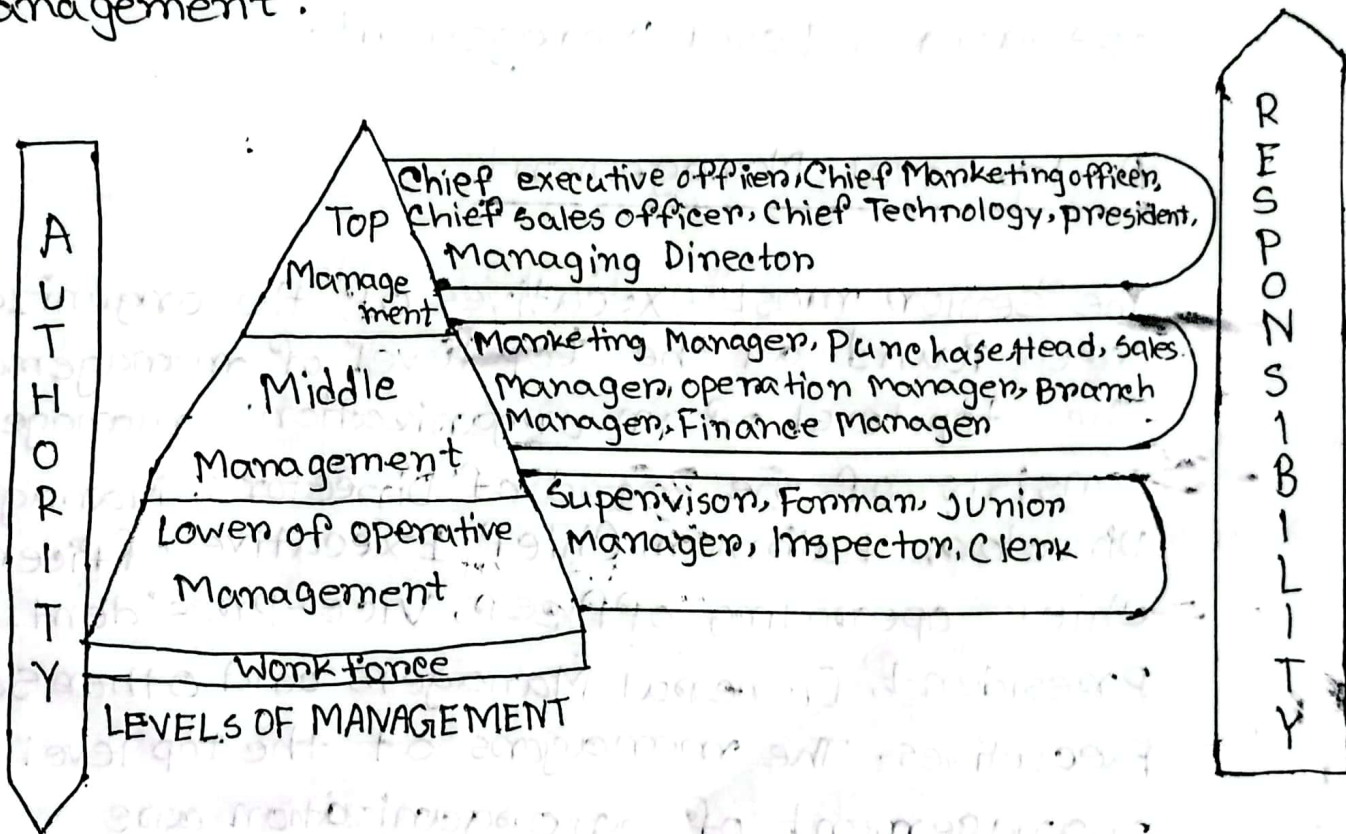
p-01

Qs No 1

Ans to the Qs No - 01

Levels of Management

The chain of superior-subordinate relationships is known as the Levels of Management. The three levels of management are Top Level Management, Middle-Level Management, and Operational Level Management.



Management is a group activity, which means that every organization has a number of individuals placed at different positions and are provided with different responsibilities according to their skills, education, etc. For the fulfillment of the responsibilities given to the members of an organization, they are also provided with the required authority.

202

Based on the amount and extent of responsibility and authority given to these members, a chain of superior-subordinate relationships is formed. This three-level chain of superior-subordinate relationships is known as the Levels of Management. There are three levels of management; viz, Top Level Management, Middle Management, and Operational Level Management.

A. Top Level Management

The senior most executives of the organization are found at the top level of management. The top level of an organization's management consists of the Board of Directors, Managing Director, Chairman, Chief Executive Officer, Chief operating officer, Vice-president, President, General Manager, and other Senior Executives. The managers at the top level of management of an organization are responsible for its survival and welfare. These managers perform stressful and complex work that demands long hours and commitment towards the company.

p-03

Functions of the Top level Management

is Determination of the objectives for the organization

- ii) Framing of plans and policies;
- iii) Coordination and control of the performance
- iv) Analysis of the business environment:
- v) setting up an organization framework:
- vi) Assembling of the resources:

B. Middle Level Management

The next level of management is the Middle Level, which serves as a link between the Top Level Management and the Lower Level Management.

The Middle level management is superior to the lower or operational level management and subordinate to the top level management.

The employees or members of the middle level management are responsible to the top level management for their performance.

Functions of the Middle Level Management

- i) Interpretation of the Middle Level Management.
- ii) Selection of suitable operative and supervisory personnel.

904

(ii) Assigning of duties and responsibilities to the Lower Level Management

(iv) Motivating employees to get desired objectives.

(v) Cooperative with the entire organization.

C. Lower Level Management

The last level of management is the lower level management and is also known as the Supervisory or Operational Level.

Management. The responsibility and authority of the lower level managers depend upon the plans and policies formed by the top level management. The lower level management consists of Functions of the Lower Level Management.

Functions of the lower Level Management

(i) Issuing of orders and instructions.

(ii) Preparation of plan for activities.

(iii) Assigning and assisting in work.

p. 05

- (iv) Representing worker's grievances
- (v) Ensuring a safe and proper work environment.
- (vi) Helping the middle level management.
- (vii) Encourage initiative of employees.

Ans to the QS No. 2

Henry Mintzberg's managerial roles are a framework for understanding how managers perform their duties. The framework includes interpersonal, informational, and decisional roles.

Interpersonal roles :-

- Figurehead : A manager's role as a source of inspiration and authority for their team.
- Leader : A manager's role is overseeing their team's performance and responsibilities.

p-16

• **Liasion**: A manager's role in building relationships with external stakeholders, such as customers and vendors.

Informational roles:

• **Monitor**

A manager's role receiving, creating, processing, and sharing.

• **Disseminator**

A manager's role sharing critical information within the organization, such as reports, emails, and ~~me~~ memos

• **Spokesperson**

A manager's role in representing their team or organization to upper management

P-07

Ans to the Qs No. 4

The McKinsey 7S framework is a management tool that analyzes an organization's effectiveness by examining the interconnectedness of seven key elements: Strategy, Structure, Systems, Shared Values, Skills, Style, and Staff, where the first three are considered "hard" elements and the remaining four are "soft" elements, deeply optimal performance within the organization.

Breaking down the 7S factors:

- Strategy.

The company's overall plan to achieve its goal, including market positioning and competitive advantage.

• Structure :

The organizational hierarchy and reporting relationships within the company, defining how work is divided and managed.

• Systems :

The processes, procedures, and tool used to operate the business on a day-to-day basis.

• Shared Values :

The core beliefs and principles that guide the company's decision-making and behavior, acting as the foundation of the culture.

p.09

• Skills:

The collective capabilities and expertise of the workforce, including technical and soft skills needed to execute the strategy.

• Style:

The leadership approach and behavior exhibited by management, impacting how employees interact and work together.

Key Points about the McKinsey 7S model!

• Interdependence

• Alignment - key

• Soft elements matter

Ans to the Qs. No. 5

Henri Fayol's 14 principles of management outline a framework for effective leadership, emphasizing the important of dividing work, ~~ex~~ establishing clear authority and responsibility, maintaining discipline, ensuring unity of command, aligning everyone towards a single direction, prioritizing the company's interests over individual ones, fair compensation, a structured hierarchy, orderliness in the workplace, treating employees equitably, providing job stability, encouraging initiative, and ~~too~~ fostering a strong team spirit within the organization.

p-11

Key Points about 14 principles :

- Division of Labor : Assigning specific tasks to different employees to increase efficiency and specialization.

- Authority and Responsibility : Managers have the power to give orders, but also the responsibility to ensure tasks are completed.

- Discipline : Adherence to company rules and expectations is crucial for smooth operation.

- Unity of Command : Each employee should receive instructions from only one direct supervisor to avoid confusion.

• Unity to Direction: All activities within a department should be focused on a single goal.

• Subordination of individual interest: Company goals should take precedence over personal interests.

• Remuneration: Fair compensation is essential to motivate employees.

• Centralization: Deciding how much authority should reside at top management.

• Order: Maintaining a well-organized workplace.

P-13

- Equity: Treating all employees fairly and with respect.
- Initiative: Encouraging employees to take ownership and propose ideas.
- Esprit Corps: Fostering a sense of team unity and belonging.