



## 2.2 Organization and Management

### What does an organisational structure determine?

1. Who does the task/specialization
2. Who is in-charge
3. Who makes decisions
4. Who follows the decisions
5. How decisions and information are communicated

### What must the organizational chart show?

1. Hierarchy/Structure
  - a. Tall
  - b. Flat
2. Chain of command
  - a. Long
  - b. Short
3. Span of control
  - a. Narrow
  - b. Wide
4. Delegation
  - a. Centralized
  - b. Decentralized

What are the different types of organizational hierarchies/business structures? What are their advantages and disadvantages

**Tall Structure => Long Chain of Command => Narrow span control => Centralized**

**Flat Structure => Short Chain of Command => Wide span of control => Decentralized**

### Tall Organizational Structures

#### Advantages

1. Fewer subordinates to a manager => clear communication
2. Specialized tasks/roles => fewer responsibilities
3. More control

#### Disadvantages

1. Miscommunication (too many layers)
2. More managers => higher cost
3. Slow decision-making

### Flat Organizational Structures

#### Advantages

1. More subordinates to a manager => easier communication => lower cost as less managers
2. More empowerment/responsibility to subordinate => more freedom in decision-making => more motivated

#### Disadvantages

1. Less control/weak supervision
2. Less focused
3. Challenge in coordination



### What are the 5 management functions?

1. Planning
2. Organizing
3. Co-ordinating
4. Commanding
5. Controlling

### What is the difference between a good manager and leader?

1. Strong leadership skills
2. Communicates well
3. Motivated
4. Proactive
5. Analytical
6. Open and supportive

### What is the different leadership/management styles?

1. Autocratic
2. Democratic
3. Laissez-faire

### What must a chain of command have?

1. Authority => to instruct/lead subordinate
2. Delegate => responsibilities and task
3. Accountability => to decisions made
4. Responsibility => to ensure subordinate makes right decision, performs task correctly and safely

### What are the benefits and problem of delegation?

#### Benefits to managers

1. Managers can focus on strategic/important business decision/task
2. Groom subordinates to take more responsibility => lessen burden

#### Problem to managers

1. Subordinates may make wrong decisions => managers take accountability
2. No control => Unable to solve problems

#### Benefits to subordinates

1. Acquire more skills for personal development => job satisfaction
2. Better chance/more justification for promotion => status and higher income

#### Problem to subordinates

1. Lack guidance => bad experience/perform task poorly => demotivated
2. Lack skills/experience => Makes wrong decision => lose job

### What is the function/role of Trade Unions?

1. Negotiate wages => collective bargaining
2. Defending job rights
3. Improve working conditions/environment/safety
4. Improve pay and benefits (financial and non-financial rewards)
5. Empowerment of workers for personal development
6. Provide training and developing skills of members
7. Influencing government policies



## UNIT 2 – PEOPLE IN BUSINESS

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### **What forms of industrial actions are taken by Trade Union?**

1. Strike
2. Go-slow/Stalling work
3. Refuse to work overtime (overtime ban)
4. Work to rule
5. Industrial court/legal action

### **When does Trade Union have more bargaining strength?**

1. Economic conditions
2. Business profit
3. Demand of product/service
4. Expertise/Skill demand