



Assignment Cover Sheet

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Student Number:	3791
Course:	Diploma in Business Administration
Assignment NO:	2

Marking Criteria:

We expect the learners to write minimum one well expressed point in three lines against each allocated mark. This means one needs to write 15 lines with 5 well expressed points to get high grades for a 5 marks question.

For high grades use examples and illustrations where appropriate.

Q1:

I. Define the term "management".

Management is a a process of getting people to work together and to use all resources to reach a company or organisations goals and objectives.

II. List different levels of management.

Top-level management - These roles include board of directors, chief excetutives.
(They have the overall control of the business)

Middle-level management - These roles include the heads of different departments. (They focus mainly on their own departments, drawing up strategies to achieve their departments goals)

Lower-level management - These roles are usually supervisors. (They ensure that the work is carried out correctly and on time.)

III. Define the term 'equity' as a principle of management.

Henry Foyal carved out fourteen principles of management, one of them being equity. Meaning to motivate the workers to perform their duties by maintaining a proper mix of fairness, justice and kindness.

IV. State the various functions of management.

Henry Foyals functions of management are split into five categories which are:
Planning - picturing a goal and setting a timeframe, budget and resources needed to achieve this goal.

Organizing - the team and distributing the workload.

Commanding - Inspiring the team to work their best, treating them with respect.

Coordinating - ensuring each department is working in synch to achieve goals.

Controlling - ensuring all work is up to company standard.

V. Match the expression given in column 1 with these in column 2.

a) Management as a discipline. iii) Developed and grown through practice and research.

b) Management as a process. iv) Series of inter-related activities.

c) Management as a group. i) Team of managers.

d) Management as a profession. ii) Code of conduct for professionals.

i. The following table contains the function, position and different levels of management. Pick one from each column and make a meaningful combination.

B) Middle a) Department heads and managers. i) Identifying the departmental objectives and guiding lower level towards achievement of these objectives.

Middle-level managers are heads of different departments within the organisation for example sales, marketing etc. Their roles include, identify the departments goals and work out strategies to achieve these goals. They should distribute work even and

fairly to team members and inspire and encourage them to work their best to achieve company goals. Some higher middle-level managers can also be included in the top-level teams.

Q.2. Planning is looking forward; whereas controlling is looking back. Explain this statement?

Planning is an essential part of every business or organisation as it allows us to open our minds, look into the future and see the bigger picture. By planning we can set goals and strategies that will contribute to the success of a business and set targets and time frames to work to. Planning is always looking ahead with the goal of success.

Controlling means ensuring that these goals are reached as per planned. Controlling is said to be looking back because in order for these plans to succeed it is important to look back and evaluate if planning was successful. Controlling allows the business to grow and learn from any previously made errors.

So yes I agree that planning is looking into the future and controlling is looking back, but neither would be successful without the other. In order to succeed and grow a business you must plan ahead but planning should involve looking back and learning from your mistakes.

Case Study:

1. What is meant by the hierarchy of management?

The hierarchy of management is divided into three categories who each perform different tasks, Top level, Middle level and Lower level. These are ranked in order from top to bottom. Top level managers are responsible for overseeing the entire business, ranked next are Middle level managers like Vijay Singh, manager of finance are department managers and have control of their individual department they answer to the top level managers and delegate work to the lower level managers. Next are lower level managers like Irene Rogers, they are more junior than middle level and they have the task of supervising workers and ensuring work is carried out to a high standard.

2. How does William Davis know about any problem on the factory floor?

If there are any problems on the factory floor it is the responsibility of Irene Rogers supervisor to deal with it and bring it to the attention of his or her department manager who in turn will inform William Davis Chairman. This showing the use of the management hierarchy.

3. Who determines the objectives for the business?

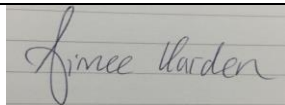
The objectives for the business would be determined by William Davis Chairman of the company and any other top level management. They may seek advice and feedback from middle and lower levels of management but ultimately shall be decided and set by the chairman.

4. Who will ensure that the work is carried out properly and on time?

This is the responsibility of all levels of management to ensure work is carried out properly and on time. Lower level supervisors like Irene Rogers must ensure ground employees work is done correctly and as it should be. Middle level managers like Vijhay Singh must ensure that all employees in his finance department submit work correctly and on time. Top level managers like William Davis chairman must oversee all of the company and its management and ensure every department is up to standard, showing that all levels of management hierarchy has its role to play in ensuring work is carried out correctly.

Student Statement:

By submitting this assignment, I confirm that this is my own work.

Student Signature		Date	19/01/17
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For Tutor / Assessor Use Only

Total Marks	
Marks Obtained	
Percentage / Grade	