

Management and Organizations

By:

Dr. John K. Tarus

School of Information Sciences

INF 411: MANAGEMENT OF ICT

Management

- **Management** is a set of principles relating to the functions of planning, organizing, directing and controlling resources efficiently and effectively to achieve organizational goals.
- Management plan by setting strategies and goals and selecting the best course of action to achieve the goals.

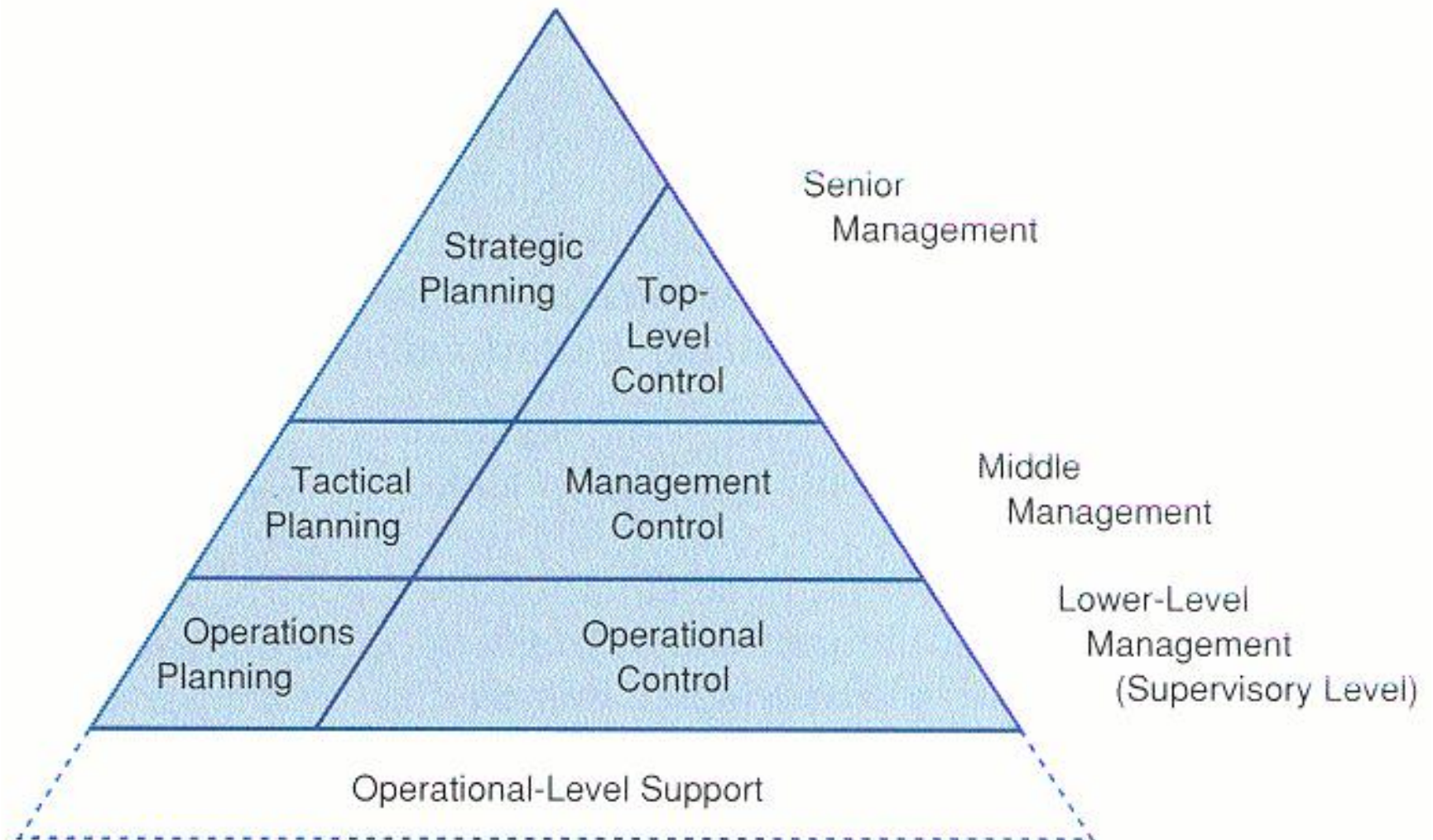
Functions of Management

- ✓ **Planning** – Planning is deciding in advance - what to do, when to do & how to do. It is systematic thinking about ways & means for accomplishment of pre-determined goals.
- ✓ **Organizing** – Identification of activities; assignment of duties; delegation of authority and creation of responsibility; and coordinating authority and responsibility relationships.
- ✓ **Staffing** - Recruiting and selecting employees for positions within the organization.
- ✓ **Directing** – Deals directly with influencing, guiding, supervising, and motivating subordinate for the achievement of organizational goals.
- ✓ **Controlling** – Entails controlling resources e.g money (capital), manpower (people), materials, machines, and information. It is evaluating how well you are achieving your goals, improving performance, taking actions.

Levels of Management:

- In order to understand who the users of an Information System are and what information they need, one must first understand the levels of management and the types of decisions that are made at each level.
- **Lower level management** – makes decisions that affect day to day operations.
 - ✓ The information needs of lower-level managers can be met by administrative data processing activities.
- **Middle level management** – make tactical decisions that usually involve time periods of up to two years.
 - ✓ They plan working capital, schedule production, formulate budgets, and make short-term forecasts.
- **Top level management** – provide direction for the company by planning for the next five years or more.
 - ✓ They make strategic decisions that involve a great deal of uncertainty.
- **N/B:** Information systems support different types of decisions at different levels of the organizational hierarchy.

Levels of Management:



Levels of Management:



Information & Management:

- Timely availability of relevant information is vital for effective performance of managerial functions such as planning, organizing, leading, and controlling.
- The job of MIS is to facilitate decisions necessary for planning, organizing and controlling the work and functions of the business so that specified goals of the business are achieved.
- Information Systems can also provide information to enable managers to allocate resources and establish long term business plans.

Types of Information in an Information System:

- **Strategic information** – this is information required by the top managers at the strategic level of management for the formulation of organizational strategies.
- **Tactical information** - information in this category is used in short term planning and is of use at management control (middle level management) level.
- **Operational information** – This is information that applies to short periods which may vary from an hour to a few days.

Organization:

What is an Organization?

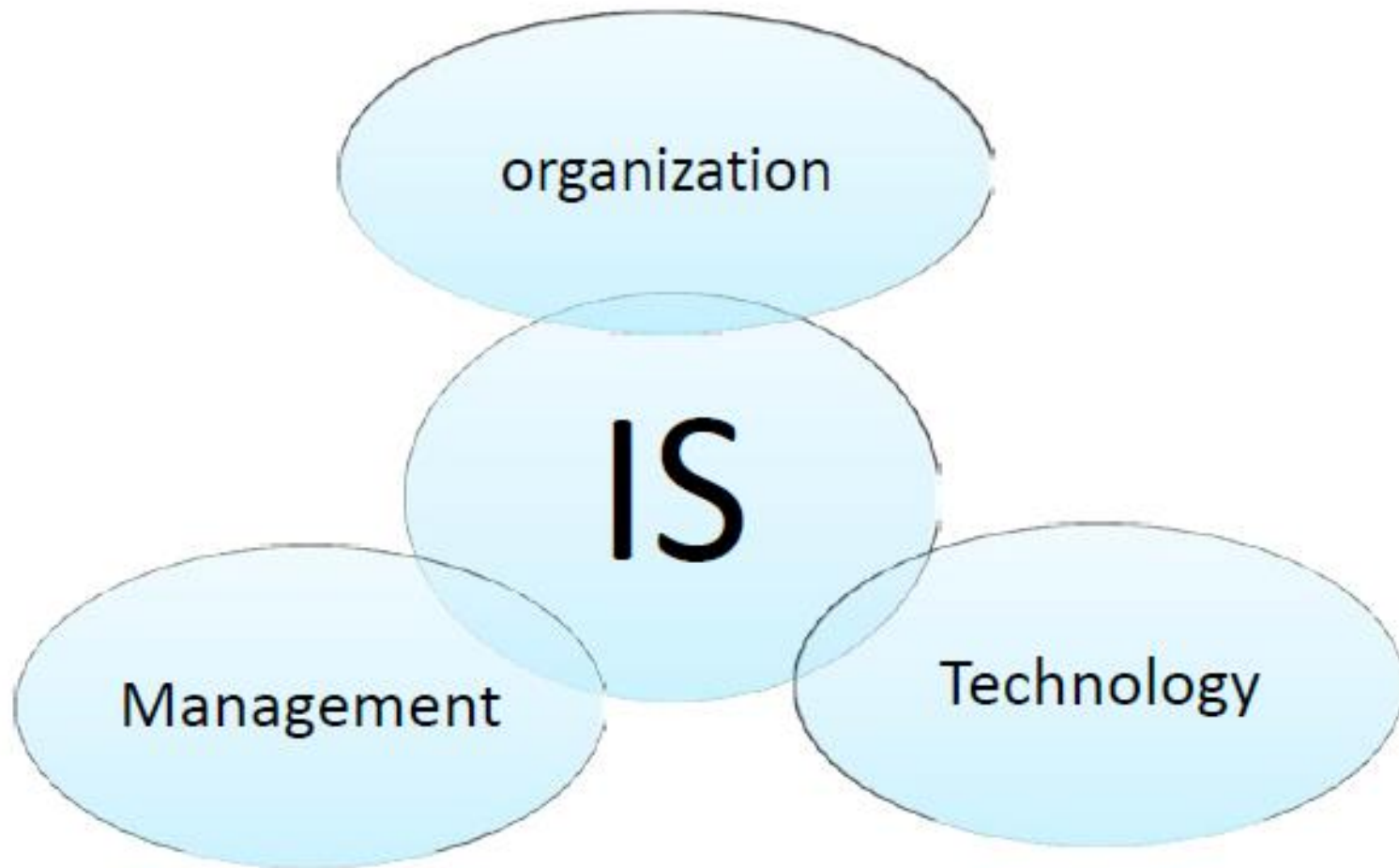
- An **organization** is a formal collection of people and other resources established to accomplish a set of goals.
- ✓ It is a group of people that is structured and managed to meet its mission or set of group goals.
 - Processes are defined that assign roles, responsibilities, and authority to complete the various activities
- An Organization is a systematic arrangement of people and technology intended to accomplish some purpose.
- Organizations are formal legal entities with internal rules and procedures that must abide by laws.
- It is a stable, formal, social structure that takes resources from the environment and processes them to produce outputs.
- The organization (the firm) transforms the inputs into products and services in a production function.

Elements of an Organization

The key elements of an organization are its:

- ✓ People
 - ✓ Structure
 - ✓ Business processes
 - ✓ Culture
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- Culture: Set of major understandings and assumptions shared by a group.
 - Organizational culture influences information systems.
 - Organizational change refers to how organizations plan for, implement, and handle change.
 - Information systems support and work within the automated portions of an organizational process.

Impact of IS on an Organization:



- **Technology diffusion** is a measure of how widely technology is spread throughout an organization.

Organizations and Information System

- Information systems and organizations influence one another.
- Information systems are integral parts of an organization.
- Information systems must be aligned with the organizational goals to provide information that important groups within the organization need.
- The interaction between Information Systems and organizations is very complex and is influenced by a great many mediating factors including organizations structure, standard operating procedure, culture, surrounding environment and management decisions.
- Information is a critical resource in the operation and management of organizations.
- Information system knowledge is essential for managers because most organizations need information system to survive and develop.

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Role of MIS in an Organization:

- The role of the MIS in an organization can be compared to the role of the heart in the body.
- The information is the blood and MIS is the heart.
- The heart plays the role of supplying pure blood to all the elements of the body including the brain.
- MIS plays exactly the same role in the organization.
- It ensures that appropriate data is collected from the various sources, processed, and sent to all the needy destinations in the organization.
- MIS is expected to fulfill the information needs of an individual, a group of individuals, the managers and the top management.
- MIS satisfies the diverse information needs of users.

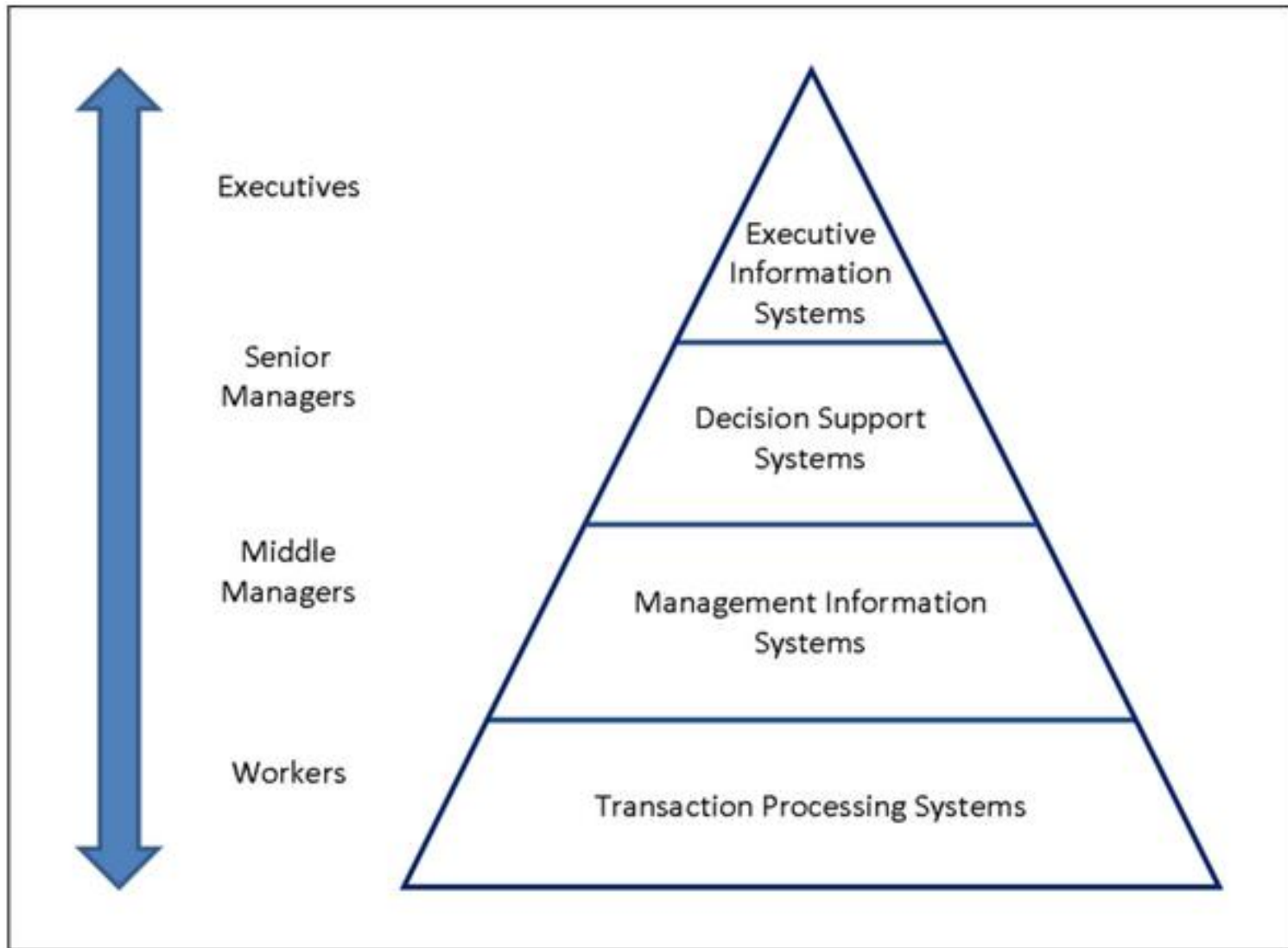
Role of MIS in an Organization:

- MIS helps in Strategic Planning, Management Control, Operational Control and Transaction Processing.
- MIS helps the clerical personnel in the transaction processing and answers their queries on the data pertaining to the transaction, the status of a particular record and references on a variety of documents.
- MIS helps the lower management personnel by providing the operational data for planning, scheduling and control, and helps them further in decision making at the operations level.
- MIS helps the middle management in short term planning, target setting and controlling the business functions.
- MIS helps the top management in goal setting, strategic planning and evolving the business plans and their implementation.
- MIS, therefore, plays a vital role in the management, administration and operations of an organization.

MIS Support to Management:

- The objective of the MIS is to provide information for decision support in the process of management.
- It helps in such a way that the business goals are achieved in the most efficient manner.
- Since decision making is not restricted to a particular level, MIS supports all the levels of the management in conducting the business operations.

MIS Support to Management:



END

Thank You

Q & A ?