## Workplace Research Assessment

**Specific Outcome 1: Describe the management activities involved in running a successful business.**

**Specific Outcome 3:** **Identify and explain some of the tasks required of managers.**

**Specific Outcome 5: Apply the general management functions to a selected organisation.**

* The business functions of an organisation are analysed and the main business functions are identified for a specific organisation.
* The management functions in an organisation are listed and an indication is given of who in the organisation is responsible for each function.
* The way in which each management function is addressed in a specific organisation is explained with reference to the organogram of a selected organisation.
* The role of a team leader or low level manager in the management of an organisation is outlined with reference to the basic management functions and tasks.
* The decision making task of managers is explained with examples.
* The coordinating task of managers is explained and an indication is given of how the learner is responsible for co-ordinating based on a position description.
* The motivating task of managers is explained with examples.
* The disciplinary task of managers is explained and an indication is given of the role of the team leader/low level manager in the disciplinary process.
* The evaluating task of managers is explained and an indication is given of the role of the junior manager in the assessing worker performance.

### Work sample

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| 1. Discuss the hierarchy of an organisation where a friend or family member works with the employee or another employee at the organisation. Determine the structure of the organisation along the business functions. Then draw an organogram of the hierarchy of the organisation, indicating the functions of middle and junior management. Use the functions discussed in the learner guide as guidelines, but ensure that the organogram shows the organisation you chose as an example. In other words, if the marketing and PR departments are combined in the chosen organisation, combine them in your organogram but indicate that both functions are placed with one department. | Evidence attached Y/N? |

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| Evidence required | Attached Y/N |
| 1. Discuss the general management functions of a first line manager with an employee of the organisation. Which decisions does he/she make on a day to day basis? List at least three. |  |
| 1. Describe the upward communication channel in the organisation. |  |
| 1. Describe the downward communication channel in the organisation. |  |
| 1. Describe the disciplinary procedures the manager follows when employees arrive late for work. |  |
| 1. Describe two ways in which the manager coordinates the tasks of his section with at least two other sections. |  |
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| 1. Describe two ways in which the manager motivates his staff to meet production deadlines. |  |
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| 1. Describe the evaluation process followed in the selected manager’s department. How is the work performance of employees in his/her section evaluated? Attach a copy of the evaluation form if one is available. |  |

### Written assignment

**Specific Outcome 1: Describe the management activities involved in running a successful business.**

**Specific Outcome 2:** **Explain the basic activities involved in the management process.**

* The resources used in a business are analysed and the role of management in ensuring that resources of the business are used to best advantage is explained with examples from a specific organisation.
* The control function in the learner’s own situation is identified and an indication is given of what the learner controls and how s/he exercises control.
* The responsibilities of employees in ensuring that resources are used to best advantage is explained with examples.

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| 1. Describe the resources that are controlled by the first line manager. List at least two examples of each resource discussed in the learner guide. | Evidence attached Y/N |
| 1. Describe how the manager and employees control and use the resources with minimum waste to the organisation. List at least two measures of control for at least two resources. |  |

**Specific Outcome 2:** **Explain the basic activities involved in the management process.**

* The basic activities involved in the management process are named with examples.
* The planning function in an organisation is identified and an indication is given of who in the organisation is responsible for the planning function.
* The organising function in an organisation is identified and an indication is given of who in the organisation is responsible for the organising function.
* The organising function in the learner’s own position is identified with examples.
* The leading function in an organisation is identified and an indication is given of who in the organisation is responsible for the leading function.
* The leading function applicable to the learner is identified and an indication is given of the learner’s own leadership style.

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| 1. Name the basic activities in the management process and give two examples of each. | Evidence attached Y/N |
| 1. Discuss the planning activities of middle management of the selected organisation. Select one department and discuss the short and medium term planning activities of the manager of the department. Discuss at least two short term and two medium term planning activities. |  |
| 1. Discuss the organising functions in an organisation. Indicate two organising functions of middle management and two organising functions of junior management. |  |
| 1. Discuss the organising function of the selected junior manager. Give at least two examples of organising functions that the manager is responsible for. |  |
| 1. Discuss the leading function in an organisation with reference to the delegation function of the selected junior manager. Which tasks can be delegated (list at least four) and which tasks cannot be delegated (list at least one). |  |
| 1. Refer to Managerial Grid and ask the junior manager which leadership style his/her manager uses? Why does he/she think so? List at least two reasons. |  |