

Management :- Group of people

• Discipline

• Process → Every activity followed

by some consequences manner or systematic manner

Discipline → to get knowledge.

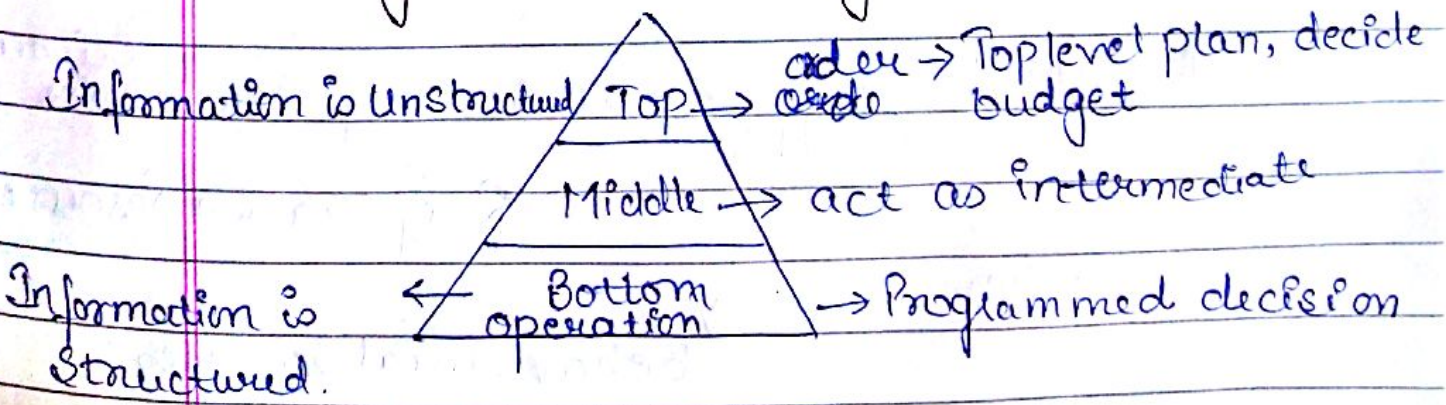
① Liberalization & Globalisation, Privatization

→ Acc to rules KOONTZ management is the art of getting things done through and with people with formally organised group.

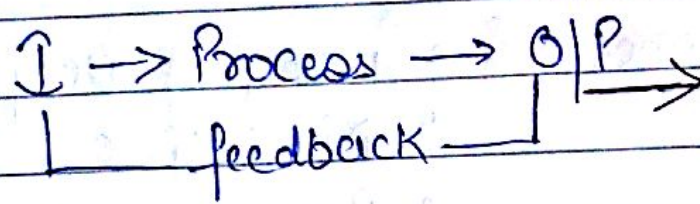
Basic function of Management :-

- ① Planning ② Organising ③ Staffing
- ④ Directing ⑤ Controlling

Management Hierarchy :-



Futuristic approach is of Top level.



Cybernetic System → It is better than Normal System because feedback is given in this system

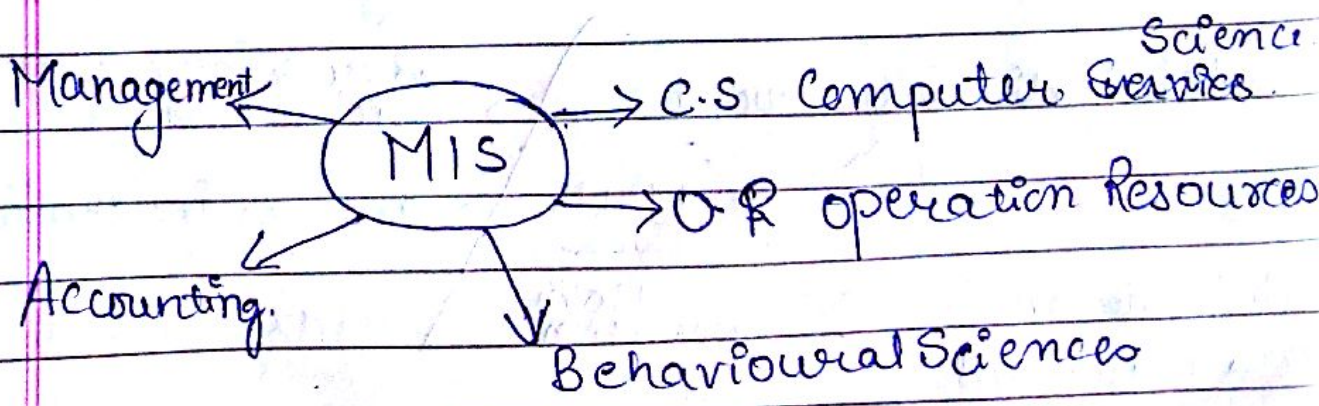
Closed System: No interaction eg Thermos

Open System A System in which there is interaction between outside system & inside system is called open system eg Cup of tea

MIS: A MIS is → An integrated user machine system

- For providing information
- To support operation, management, analysis and decision making function in an organisation

Nature & Scope of MIS:



Characteristic of MIS:

- ① System approach: For entire system.
- ② Management oriented: All function & process follows top down approach.
- ③ Need based: Acc to need information is provided.
- ④ Exception based: Info level increase or decrease.
- ⑤ Future oriented: Info is created acc to future based.
- ⑥ Integrated: All info is related to each other and it is integrated.
- ⑦ Common data flow.
- ⑧ Long term planning.
- ⑨ Sub System concept.

→ MIS function:

- ① Data Capturing
- ② Processing of data
- ③ Storage of information.
- ④ Retrieval of information
- ⑤ Dissemination → mean Distribute

Structure of MIS:

- 1) Operating elements of an Information System
- 2) MIS Support for DM.
- 3) MIS based on Management Activity
- 4) MIS Structure based on organised function

I) Operating Elements of an Information System:

- Physical Components
- Processing function
- Output for user

I) Physical Components: Hardware, Software, Database, Procedures, operation Personal

Hardware: Through which basic functions perform Input, output Central processor are the the thing which is their in hardware

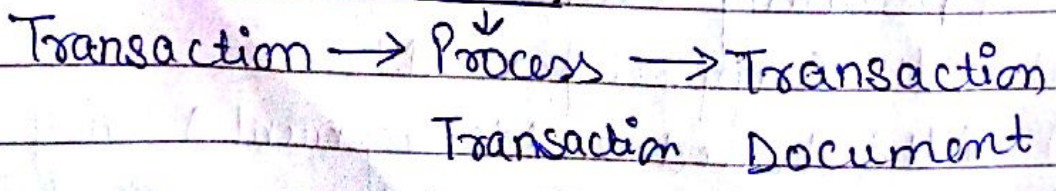
Software: Step by step instruction are performed and called instruction command

Database: Data is stored in organised form

Procedure: In systematic manner we can carry out our work

II) Processing fxn:

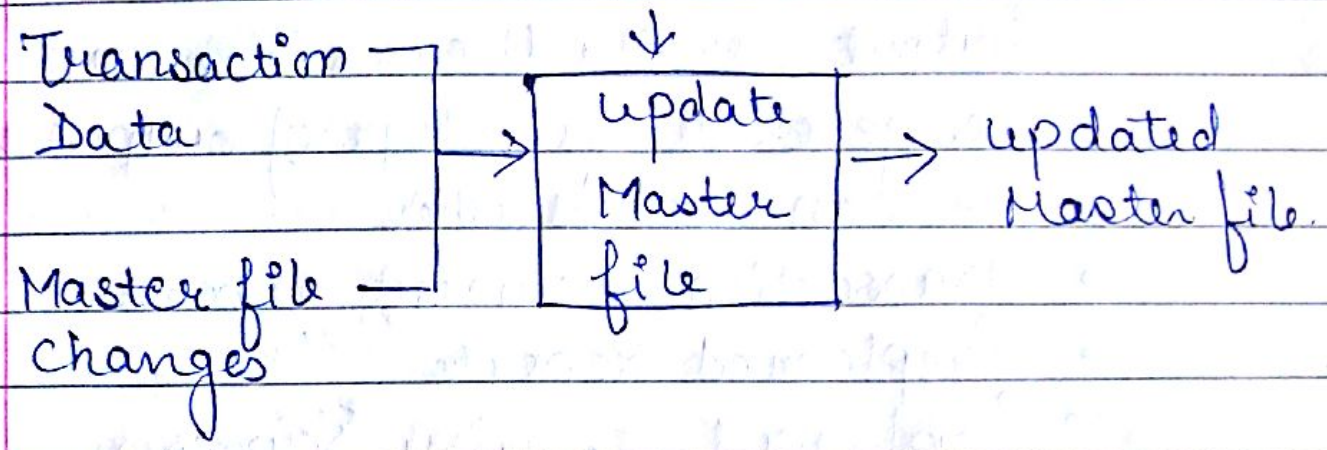
- Process Transaction: files



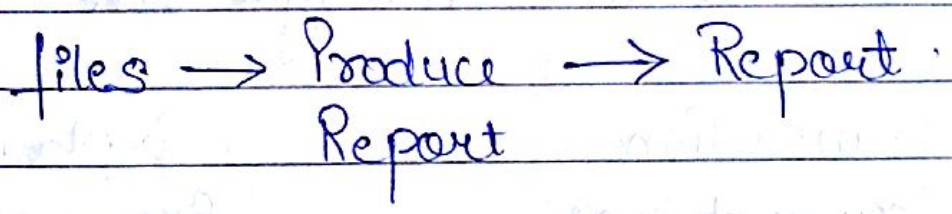
Called transaction.

In which we get output is called transaction document.

- Maintained Master file :-

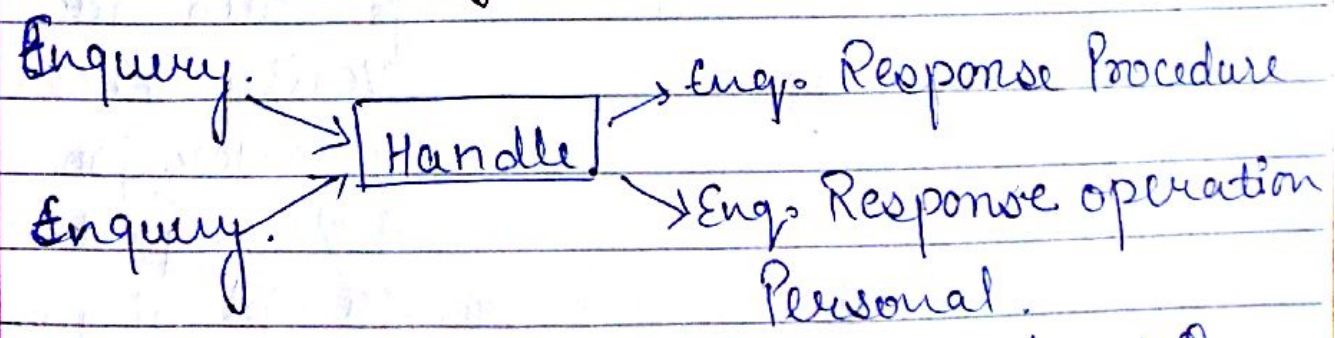


- ~~Process~~ Produced Reports :-



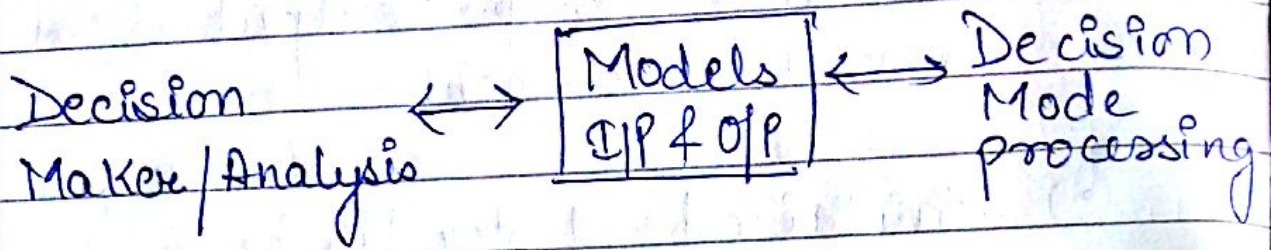
Output - Report.

- Process Enquiry :-



with Report some query to people to get Query

Process Interactive Support Application →



Output for the Users: The Input which we generate such type of output which we can use further.

- transaction document scheme
- Preplanned Reports
- Preplanned enquiry Responses
- Adhoc reports & Enquiry responses.
- user machine dialogue results

Transaction Document type	Explanation & Examples
① Informational	i) Reports confirm that action will be or has been taken eg: Sales order confirmations verifying receipt of an order from a customer and a report describing receipt of goods previously order
② Action	(i) Request or instruction per action

• A purchase order initiates a purchase, a cheque instructs a bank to pay, Production action instructs production action.

③ Investigation

(i) Reports exceptions, error or other conditions may require investigation & it may be used for control & future references

④ Preplanned Reports

They have regular content & format & are usually run on a regular scheduled basis.

Eg: Prepared at a given time they reflect one of three condition

(i) They describe status or condition at a point in time. Such as

Inventory Status as of 31 January 2014.

(ii) They summarised what has occurred during a period such as a week, a month, a year etc.

(iii) They present result to

date & project to the end of period such as a year

(5) Preplanned Enquiry

i) They are generally associated with limited output usually with respect to small no of items

ii) Enquiries are handled online.

(6) Adhoc Report

(i) Adhoc Reports are not in preplanned order. Adhoc report & Enquiry responses at irregular intervals. And require data or analysis whose format has not been preplanned.

(ii) If the data items are needed and are not available the data collection procedure must be planned & implemented.

If data already stored require handling ways

(i) User provided with means for preparing & processing the result

(ii) An information services may be available to the process adhoc report.

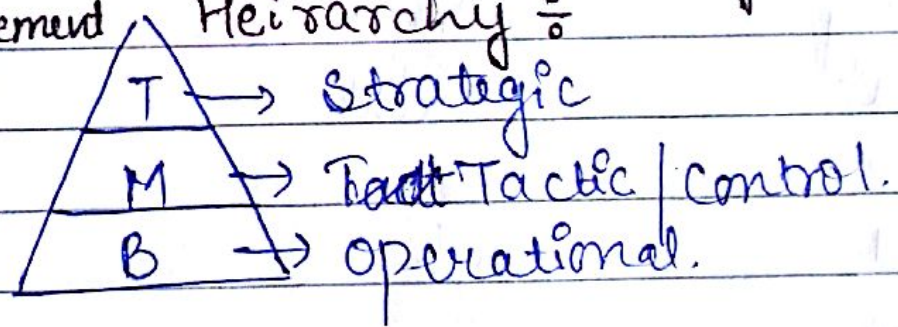
(7) User Machine It is a way in which a user can interact with the model to arrive at analysis or solutions.

II:) MIS Support for MIS DM :

- Structure & Programmed.
- Non-structured & Non-programmed.

III:) MIS Structure based on Management Activity

(1) Management Hierarchy :



Info. requirement by level of Management Activity

Characteristic of information

Characteristics of Information	Operational Control	Mgmt Control	Strategic Planning
1) Source	largely Internal		External
2) Scope	well defined, narrow		wide
3) Level of aggregation	Detail		aggregate
4) Time Horizon	Past		Future
5) Currency (Current)	Highly Current		Quite old
6) Required Accuracy	high		low
7) frequency of use	high		low

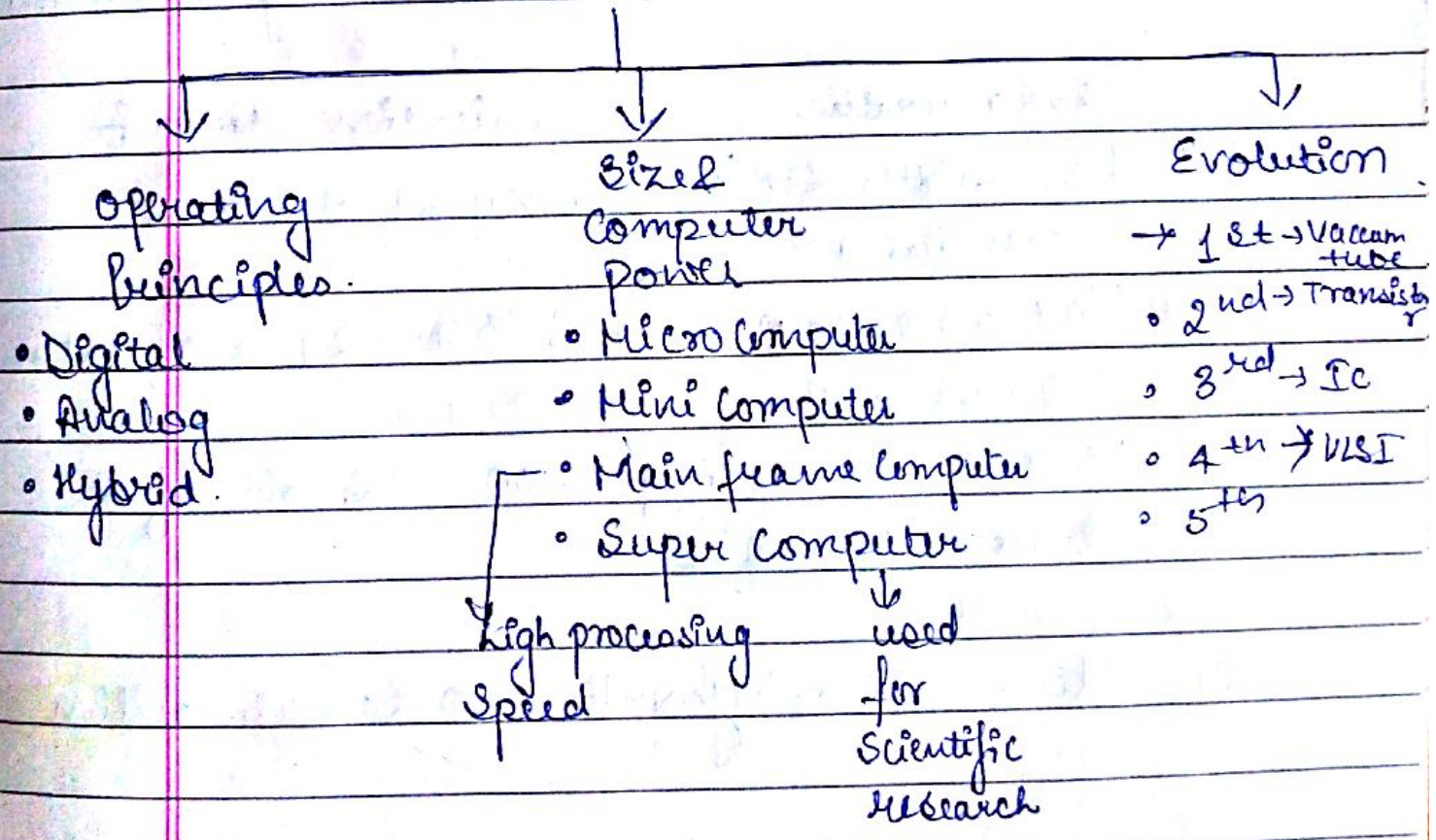
2) Information System for operational Control:
 Information required in operational control is structured, predefined, programmed, reliable, accurate

- ① Transaction Processing
- ② Control Reports.
- ③ Enquiry Process

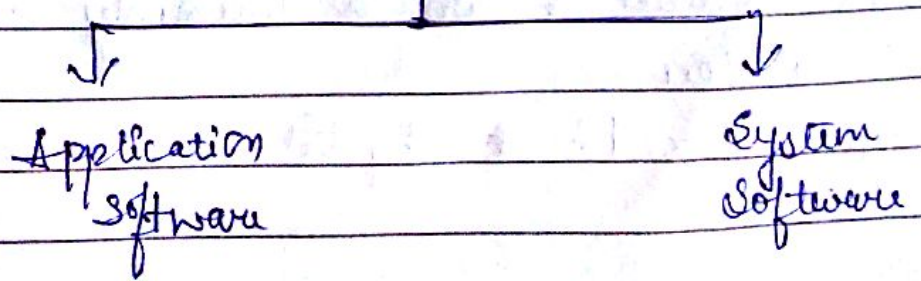
(IV) MIS Structure: based on organised functions.

- ① Sales & Marketing Sys Subsystem
- ② Production Subsystem
- ③ Logistic Subsystem
- ④ Personal Subsystem
- ⑤ Finance Subsystem

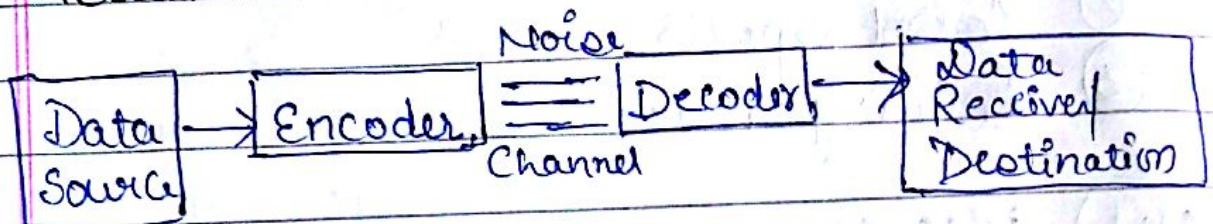
Hardware



Software



Telecommunication Networks



Signals

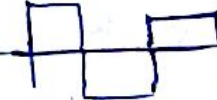
①

Analog signal



②

Digital signal



Communication Media

- wire: Twisted cable, optical fiber, Co-axial
- wireless: Microwave, infrared ray, Radiowave

Characteristic of communication media

- ① Bandwidth: frequency of data is transferred
- ② Narrow or low Speed: 300 - 24 bit of data is transferred
- ③ Voice band or medium Speed: 300 - 32 bit of data is transferred
- ④ High band or high Speed: 19200 Serval billion bps.
- ⑤ Synchronized or Asynchronized:
 - Synchronized: simultaneously data is transfer
 - Asynchronized: bit by bit data is transfer

⑥ Transmitt error control :-

⑦ BEC - Backward error correction

FEC → forward error correction

DEC → Data can be resend by the sender.

FEC :-

Transmission Media :-

- Full Duplex
- Half Duplex
- Duplex.

Multiplexer :-

- FTM :- Frequency Time Multiplexer
- TDM. Time Division Multiplexer
- STD :- Statistical Time Division.

Various type of Topology :-

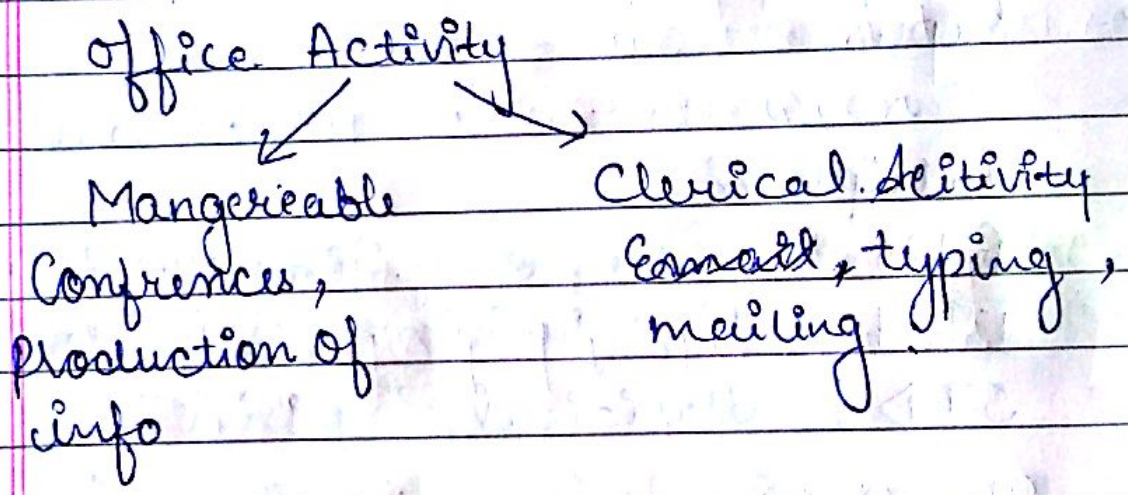
- STAR, MESH, RING, BUS.

Transaction Processing System

Transaction Processing System is Record & process data and generate data.

Earlier Transaction Processing System is known as MIS.

Office Automation System:



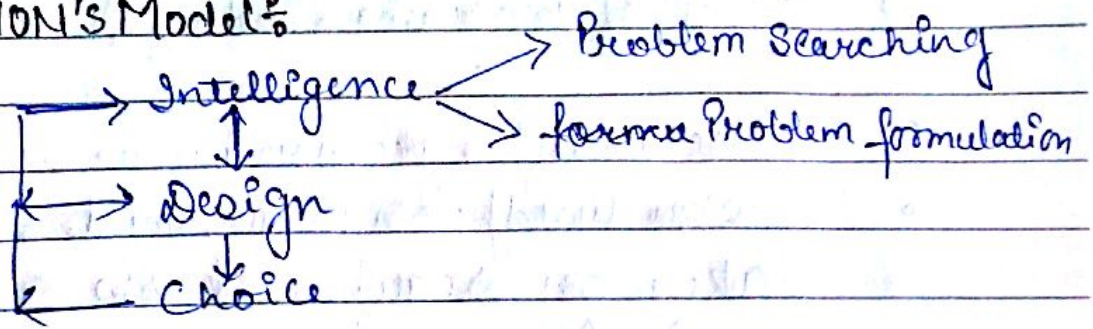
Application of office Automation System:

- ① Word processing
- ② Electronic filing
- ③ E-mail

Decision making Concept: Decision is derived from word decide which mean to conclude

How to take a decision and come to conclusion

SIMON'S Model:



→ Intelligence scan the environment whether there is a problem or opportunities

Problem = Desired - actual

→ In Design phase we search different alternative to solve the problem.

→ Choice phase: In choice phase we choose best & alternative to solve the problem

Types of decision:

- ① Purpose of decision making
- ② level of programability
- ③ Knowledge of the outcome

1) Purpose of Decision making:

- Identify the organisation
 - Top level → Strategic
 - Middle " → Mgmt control
 - Bottom level → operational
- for which level decision is made

2) Level of Programmability :-

- Structured / Programmed.
- Unstructured / Non programmed. :- It is not taken on regular basis and it is not in proper format.

3) Knowledge of the outcome :-

- Decision under certainty
- Risk uncertainty :- we are not sure or uncertainty about decision.

Management Concepts :- Management is a ~~Decision~~ Discipline, group of people, Process.

"Management is what managers do"

Features of Management :-

- 1) Organised Activity :- Work is done in systematic manner or proper form.
- 2) Existence of objective
- 3) Relationship among resources
- 4) Working with and through people

5) Decision making

Importance of Management:

- ① Effective utilization of resources
- ② Development of resource
- ③ To incorporate open innovations
- ④ Integrate various interest group
- ⑤ Stability in the Society

Objective of Management:

- 1) optimum use of resource
- 2) Improve Performance
- 3) future planning
- 4) Mobilising the best talent
- 5) Growth & Development
- 6) Better quality goods
- 7) Regular supply of goods
- 8) Discipline and Moral Research & Development
- 9) Minimize the Risk

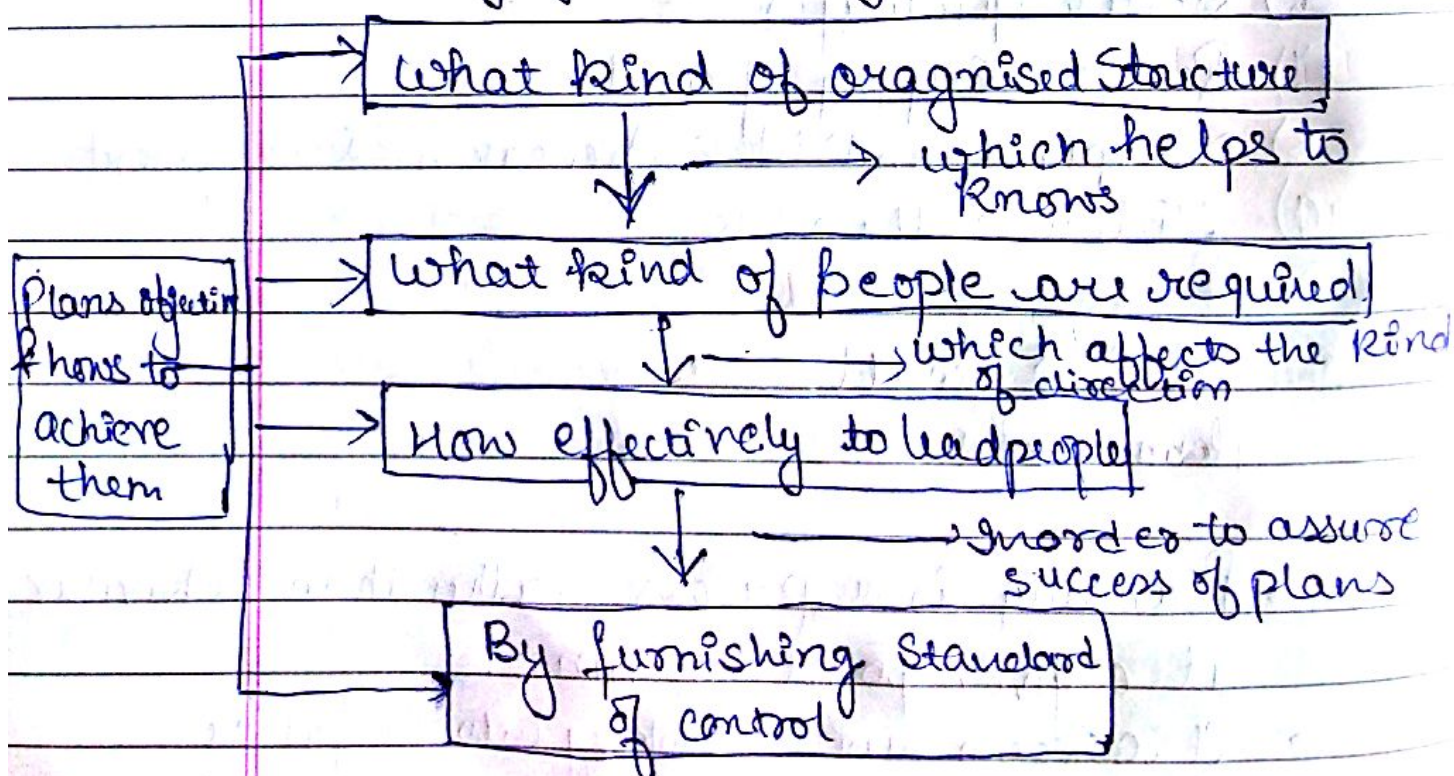
~~Task~~ Plan → Result
 Planning → Process

- Planning is a process rather than behaviour at a given point of time.
- It concern with looking into the future.
- Planning involve selection of suitable course of action.

- Planning is undertaken at all level of the organisation because all level of management are concern with the determination of future course of action.
- Planning is flexible as commitment is based on future conditions which are always dynamic.
- Planning is a pervasive and continuous managerial function involving complex process of perception, analysis, conceptual thoughts, communication, decision and action.

Importance of planning :-

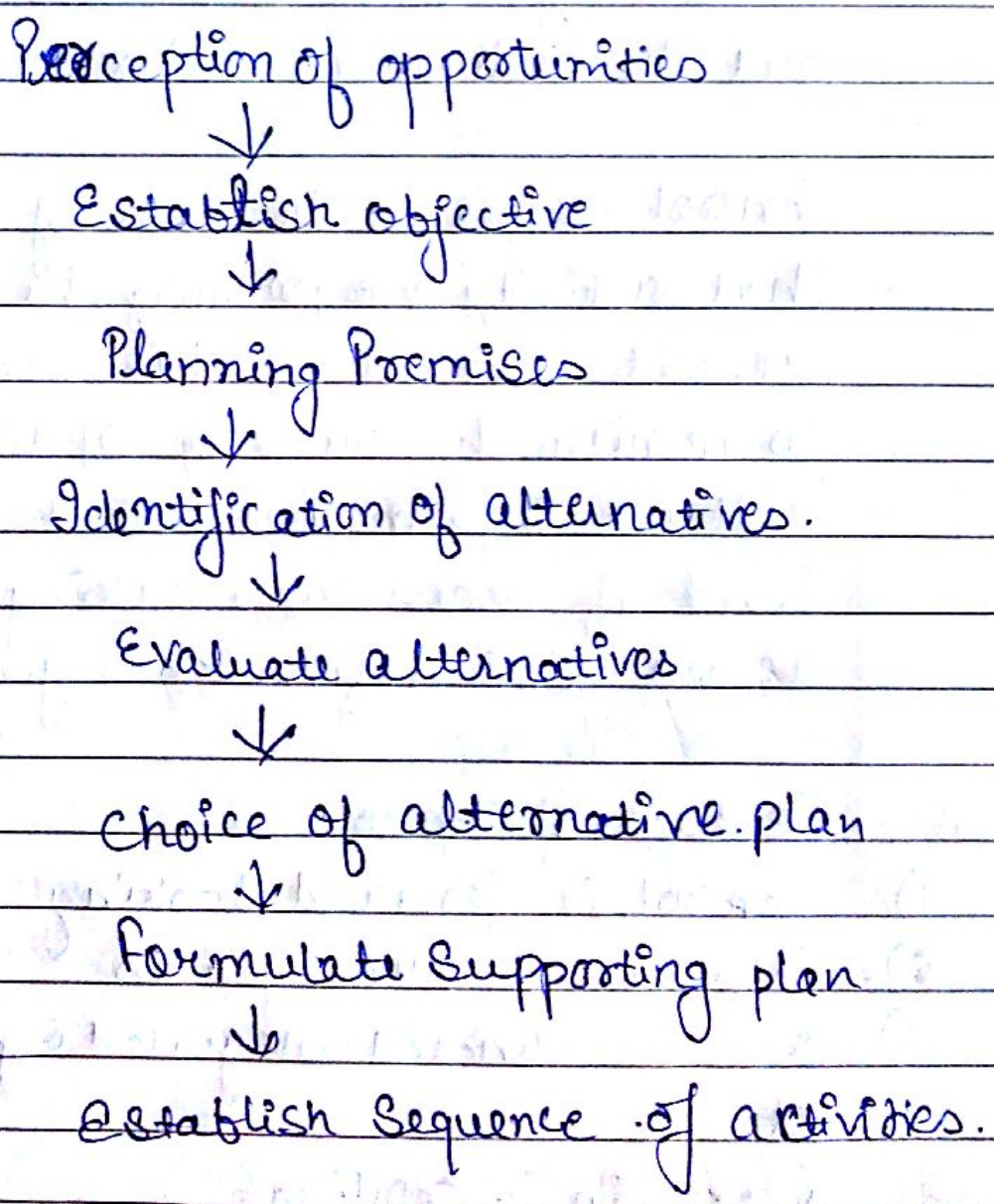
1) Primacy of planning



- 2) To offset uncertainty and change
- 3) To focus attention on objectives
- 4) To help in Co-ordination
- 5) To help in Control.
- 6) To increase organisational effectiveness.

Perception

Planning Process:



- Planning done by Top Level) ← Type of planning: → Bottom level
- 1) Corporate and functional planning
 - 2) Strategic and operational planning
 - 3) Long term and short term planning
 - 4) proactive and reactive planning
 - 5) formal and informal planning

ii)

Controlling: It is a process to carried out the work in an order.

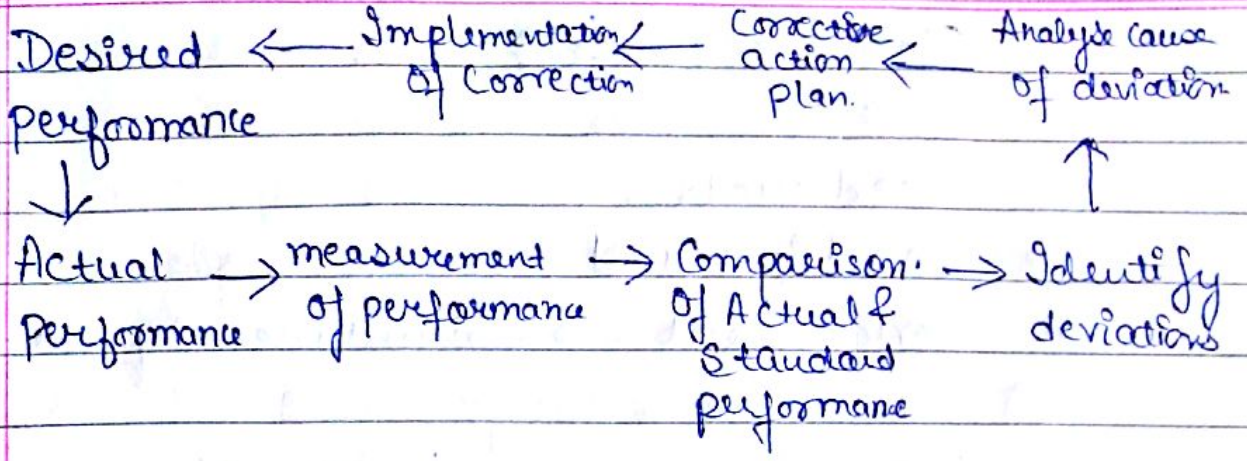
Control refers to the task of ensuring that activity are producing the desired result. Control in this sense is limited to monitor the outcome of activity receiving feedback information about this outcome, and if necessary, taking corrective action. This definition is given by Woodward.

Feature of control

- 1) Control is forward looking
- 2) It is a continuous process
- 3) It is co-ordinated integrated system

~~It~~

Steps in Controlling:



Types of Controlling %

Factor	Strategic Control	Operational Control
1) Basic question	Are we moving in right direction	How are we performing
2) Aim	Pro-active, Continuous questioning of the basic direction of the Strategy	Allocation and use of organisational resources.
3) Main concern	Steering the future direction of the organisation	Action control
4) Focus	External	Internal
5) Time Horizon	Long term	Short term
6) Exercise of Control	Exclusively by the top Manager	Middle management
7) Main technique	Environmental scanning, info. gathering, questioning and review.	Budget, Schedule or MBO

Stages of Control:

- ① Feedback
- ② Feed forward
- ③ Concurrent → Simultaneously work.

Formal

- Better functioning
- Structured
- Reliable results
- Easily Manageable
- well defined authority and responsibility.

Informal

- Better Communication
- Team work
- Unstructured.
- Voluntary.
- Chance of innovation is more.

Span of Management ÷ How many people working under you.

There are three category

- 1) Single relationship
- 2) Direct group relationship. $n(2^{n-1} - 1)$
- 3) Cross relationship. $n(n-1)$

↳ no of subordinate

Information System Requirement

1) Mission :-

It is broad statement or Main reason of existing an organisation.

2) Objective :-

Where my organisation intend in the future.

3) Strategies

4) Policies :- Rules or policies

Information System planning involve the

1) Identification of the Stages of the information System in the organisation

2) Identification of the Application of the Organisation information System

3) Evaluation of each of time application based on the set evaluation criteria

4) Establish a priority ranking for time application.

5) Determine the optimum architecture of information system for a serving ^{top} priority application.

Nolan Stage Model :-

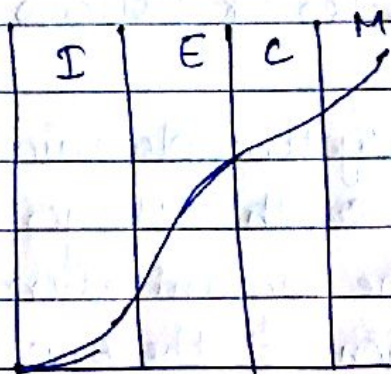
1) Initiation Stage :- No of use less, initial planning is less

2) Expansion or Contagion Stage :- Expand business in rapid speed.

3) Control or Formalisation: All technology and resource are in same use in a systematic manner

- judge cost effectiveness

4) Maturity or Integration: System is well planned. It is also known as perfection stage. Use of technology will be better.



5) Integration → Max Application are used to

Integrate in this stage

6) Data Administration.

7) Maturity Stage → It is the last stage in which the organisation achieve their goal.

