

What do managers actually do? Functions, roles and styles

AS Level 2.3 Management

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Running case: Teratai Hotels, Penang · 60 minutes

How this topic is examined

Paper 1 · Business concepts · 40 marks

Define the term laissez-faire / Theory X [2]

Explain two benefits of autocratic leadership [3]

Analyse one reason for a paternalistic style [5]

Essay: Analyse [8] · '...' Evaluate this view [12]

Paper 2 · Business decision-making · 60 marks

Explain the term traditional manager functions [3]

Calculate from a table (revenue, %) [3]

Analyse one advantage and one disadvantage... [8]

Evaluate whether laissez-faire is best for... [12]

Typical questions on this topic

Define the term democratic management. [2]

Explain two disadvantages to employees of autocratic leadership. [3]

Analyse two advantages to [business] of a democratic style. [8]

Evaluate the usefulness of Mintzberg's roles when recruiting a manager. [12]

'The contribution of managers... is less important than...' Evaluate this view. [12]

By the end of this lecture you can...

- 1 Explain the traditional functions of management: plan, organise, direct, control.
- 2 Explain Fayol's and Mintzberg's views of the role of managers.
- 3 Analyse how managers contribute to business performance.
- 4 Compare autocratic, democratic, laissez-faire and paternalistic styles.
- 5 Explain McGregor's Theory X and Theory Y.
- 6 Evaluate which management style suits a situation.

END OF PREVIEW

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