

How should a business organise and lead its people?

Syllabus section 2.2 Organisation and management

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Running case: Meghna Knitwear · 55 minutes

How this topic is examined

Paper 1 · Short answer and data response

Define [2] · Identify [2] / [4]

Outline [4] · Explain [6]

Explain two... Which is best? [6]

Do you think... Justify your answer [6]

Paper 2 · Case study

Explain two drawbacks / benefits... [8]

Consider three leadership styles. Which should the manager use? Justify your answer [12]

Typical questions on this topic

Define 'span of control', 'chain of command', 'delegation' or 'autocratic leadership'. [2]

Identify two functions of management. [2]

Outline two advantages to [business] of its managers using delegation. [4]

Explain one advantage and one disadvantage of a wide span of control. [6]

Do you think the advantages of democratic leadership are greater than the disadvantages? [6]

Consider three leadership styles. Which should the manager use to improve productivity? [12]

By the end of this lecture you can...

- 1 Read an organisation chart: levels of hierarchy, chain of command, span of control.
- 2 Compare tall and flat structures, and wide and narrow spans of control.
- 3 Explain the functions of management and the benefits and risks of delegation.
- 4 Compare autocratic, democratic and laissez-faire leadership.
- 5 Explain dismissal and redundancy, and how a business chooses who to make redundant.
- 6 Explain what trade unions do and how they affect employees and businesses.

END OF PREVIEW

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