LEVELS OF MANAGEMENT

BY

JMTENGEZO

(MPH, BSc., SRN/M)
LEARNING OUTCOME

• Explain the concept level of management.
• List categories of level of management.
• Explain the roles of each level of management.
LEVELS OF MANAGEMENT

• Refers to a line of demarcation between various managerial positions in an organization.
• The level of management determines a chain of command, the amount of authority & status enjoyed by any managerial position.
CATEGORIES OF MANAGEMENT

1. Top level / Administrative level
2. Middle level / Executory
3. Low level / Supervisory / Operative / First-line managers

• Managers at all these levels perform different functions.
LEVELS OF MANAGEMENT

TOP:
executive coaching, change management, leadership, delegation & empowerment, etc.

MIDDLE:
problem solving, team building, talent development, performance management, etc.

LOW LEVEL:
emotional intelligence & coaching for performance, etc.
Top Level of Management

• The ultimate source of authority.
• It manages goals and policies for an enterprise.
• It devotes more time on planning and coordinating functions.
• It consists of board of directors, chief executive or managing director.
The role of the top management

• Lays down the objectives and broad policies of the enterprise.
• It issues necessary instructions for preparation of department budgets, procedures, schedules etc.
• It prepares strategic plans & policies for the enterprise.
The role of the top management ct.

• It appoints the executive for middle level i.e. departmental managers.
• It controls & coordinates the activities of all the departments.
• It is also responsible for maintaining a contact with the outside world.
The role of the top management ct.

• It provides guidance and direction.
• The top management is also responsible towards the shareholders for the performance of the enterprise.
Middle Level of Management

• Responsible to the top management for the functioning of their department.

• Devote more time to organizational and directional functions.

• The branch managers and departmental managers constitute middle level.
The role of Middle Level Management

• Execute the plans of the organization in accordance with the policies and directives of the top management.
• Make plans for the sub-units of the organization.
• Interpret and explain policies from top level management to lower level.
The role of Middle Level Management

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• Coordinates activities within the department.
• Sends important reports and other important data to top level management.
• Evaluate performance of junior managers.
• Inspires lower level managers towards better performance.
Lower Level of Management

• Also known as supervisory / operative level.

• They are concerned with direction and controlling function of management.

• It consists of supervisors, foreman, section officers, superintendent.
The Role of Lower Level Management

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• Assigns jobs and tasks to various workers.

• Guide and instruct workers for day to day activities.

• Responsible for the quality as well as quantity of production.
The Role of Lower Level Management

- Entrusted with the responsibility of maintaining good relation in the organization.
- Communicate workers’ problems, suggestions, and recommends to the higher level and higher level goals and objectives to the workers.
- Solve the grievances of the workers.
The Role of Lower Level Management

- They supervise & guide the subordinates.
- Provide training to the workers.
- Arrange necessary materials, machines, tools for getting the things done.
- Prepare periodical reports about the performance of the workers.
The Role of Lower Level Management.

- Ensures discipline in the enterprise.
- Motivate workers.
- The image builders of the enterprise because they are in direct contact with the workers.
Reference