

ORGANIZATION AND ADMINISTRATION OF RESOURCE CENTRE COURSE MPT1233

MANAGEMENT THEORIES AND MODEL

Management Theory

- There are many theories of management that have been introduced.
- However as a resource centre manager, we should choose the appropriate theory wisely
- As a manager, we must ensure staffs are able to adapt to the theory of management as practiced.

MANAGEMENT THEORIES

Benevolent Neglect

- a management theory which is a manager let his staffs to act in their own way.
- The aim is to avoid conflict
- But this is not the appropriate management practice as it will end up with problematic organization.
- As a resource centre, managers should make decisions and solve problems.

MANAGEMENT THEORIES

Chaos Theory (Complexity Theory)

- Based on this theory, a small change in management can give a big impact (butterfly effect)
- Resource centre managers should appreciate and emphasize that each of the changes made are interconnected

MANAGEMENT THEORIES

Franklin-Covey (7Habits of Highly Effective People)

- True manager comes from a personal aspect and habits, assumptions, priorities and move toward personal and professional goals.
- 7 habits are; be proactive, begin with the end in mind, put first thing first, think win-win situation, seek first to understand and then seek to be understood, synergize and sharpen the saw.

MANAGEMENT THEORIES

The Golden Rule

- This theory emphasizes the concept of working with staffs, customers and anyone else that we are dealing with
- How do you want to be treated and what you expect as a consumer resource centre.
- We need to treat our customers or our users as we want to be treated.

MANAGEMENT THEORIES

Herzberg's Theory of Motivation (1950s)

- Some people are motivated by two basic things
 - Things related to the working environment
 - Company policy & administration, supervision, salary, interpersonal relations & working conditions
 - Things related to job satisfaction
 - Achievement, recognition, the work itself, responsibility, & growth or advancement

MANAGEMENT THEORIES

Jazz Combo

- Management focusing on team work
- Knowledge about the strength of team members will create great flexibility
- As a team, we may depend on the different team members for different situations

MANAGEMENT THEORIES

ISO 9000 (International Organization for Standardization)

- 900 – five international quality-management & quality-assurance standards
- typically large resource centre practice ISO 9000

MANAGEMENT THEORIES

Lead by Example

- Managers who adopt this management theory shows his willingness to do the work together with staffs
- This does not mean that managers should be involved in all tasks but to show other staffs that managers can work whenever needed.

MANAGEMENT THEORIES

Management by Objective (MBO)

- Emphasize on the results, listing the specific goals of the organization and focus on the organization in achieving goals.
- each employees has a clear goal to achieve and know exactly how they will be evaluated
- all staffs knows their organization's direction

MANAGEMENT THEORIES

Total Quality Management (TQM)

- involves continuous improvement in the organization to meet customer needs
- in TQM resource centre translate into ongoing efforts to improve the quality and effectiveness of the service as well as offering the needs required by the customer.

MANAGEMENT THEORIES

- TQM practice resource centre will obtain information from customers to find out what they are really need
- We can use a variety of ways to get this information, either through questionnaires or surveys.

MANAGEMENT THEORIES

- TQM practice resource centre will involve employees from all levels in their quality initiatives. This is because they realize that the entire organization should be involved in providing quality service to customers.

Conclusion

- There are many other management theories that can be adapted to the resource centre.
- Even so, which theory to be used is depend on the manager and the administrator of the resource centre

That's all

**Next slide will discuss
about
Organizational
Structure**