

**NEW ZEALAND INSTITUTES OF TECHNOLOGY AND POLYTECHNIC  
QUALIFICATIONS IN INFORMATION & COMMUNICATIONS TECHNOLOGY**

**PRESCRIPTION: OM500 ORGANISATION AND MANAGEMENT**

AIM OF MODULE:	To provide students with an understanding of business organisations, with a focus on how computing fits into the overall business environment, and the concepts of management, relevant to working in a computer environment.
CREDITS:	7
STUDENT LEARNING HOURS:	70
CONTENT REVISED:	Pre 1996
PRESCRIPTION EXPIRY DATE:	November 2013

**Level and Assessment Schedule**

TOPICS	Highest Skill Level				Suggested Assessment Percentage
	R	C	A	P	
1. Management and IS		*			30
2. Planning, Control and Quality	*				20
3. IS for Strategic Advantage	*				20
4. Human Resource Management	*				30
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**The Student will:**

**1 MANAGEMENT AND INFORMATION SYSTEMS**

- R 1.1 Define the term of management.
- 1.2 Identify the types of managers.
- 1.3 Identify the steps in the management process.
- 1.4 Discuss management theory within an historical perspective (scientific management).
- 1.5 Discuss the usefulness of management theory to practising managers.
- 1.6 Explain the meaning of concepts and models.
- 1.7 Identify the major ways information technology has affected managers.
- C 1.8 Explain how problems of information system performance can be solved by management involvement in IS planning and control.
- 1.9 Explain how information technology is affecting the structure and activities of organisations.

**2 PLANNING, CONTROL AND QUALITY**

- R 2.1 Discuss the decision making process and its relationship to planning.
- 2.2 Identify the steps in the planning process.
- 2.3 Identify the different types of plans and highlight differences between them.
- 2.4 Identify the purpose and nature of the business plan.
- 2.5 Describe some of the more common planning techniques.
- 2.6 Identify how control relates to the other management functions of planning, organising and directing.
- 2.7 Define ISO 9000.
- 2.8 Identify the five documents of the ISO 9000 standards.
- 2.9 Discuss the meaning of ISO 9000 to a business and describe why organisations are required to comply.
- 2.10 Define Quality Control Circle and its relationship to performance within an organisation.

### **3 IS FOR STRATEGIC ADVANTAGE**

- R
- 3.1 Distinguish between data and information.
  - 3.2 List the types of IS systems (e.g. TPS, DDS, MIS).
  - 3.3 Give examples of how IS can provide support for a firm's business operations, management decision making and strategic advantage.
  - 3.4 Identify the major types of Management Information Systems and discuss how each support the managers of the organisation.
  - 3.5 Identify three strategic roles of an IS and give examples of how they can provide strategic advantage to a business.

### **4 HUMAN RESOURCE MANAGEMENT**

- R
- 4.1 Describe the part human resource management plays in influencing organisational performance.
  - 4.2 Describe how organisations acquire, retain, maintain and develop human resources.
  - 4.3 Identify how human resource management relates to the other management functions of planning, organisation and controlling.
  - 4.4 Describe how a number of New Zealand organisations manage their most valuable resource (people).
  - 4.5 Define motivation.
  - 4.6 Describe the main motivational theories (i.e. Maslow's Hierarchy of Needs, the two factor theory, equity theory, expectancy theory).
  - 4.7 Define leadership.
  - 4.8 Identify the basis of power which give leaders the ability to influence others.
  - 4.9 Distinguish between leaders and managers.
  - 4.10 Discuss the psychological consequences of overwork.
  - 4.11 Identify related problems of new technology and social isolation.