Journey to Management of Organizational Operations

Insights, Issues and Challenges

Journey to Management of Organizational Operations

Insights, Issues and Challenges

Badarudin Mat Isa Anuar Alias



© Penerbit UTHM First Publish 2014

Copyright reserved. Reproduction of any articles, illustrations and content of this book in any form be it electronic, mechanical photocopy, recording or any other form without any prior written permission from The Publisher's Office of Universiti Tun Hussein Onn Malaysia, Parit Raja, Batu Pahat, Johor is prohibited. Any negotiations are subjected to calculations of royalty and honorarium.

Cataloging in Publishing Data

National Library of Malaysia

Badarudin Haji MAt Isa, Dato
JOURNEY TO MANAGEMENT OF ORGANISATIONAL OPERATION:
Insights, Issues and Challenges / Badarudin Mat Isa, Anuar Alias.

Includes index Bibliography: pages 649 ISBN 978-967-0468-52-5

Management. 2. Conflict management. 3. Organizational behavior.
 I. Anuar Alias. II. Title.

658.4

Published by:
Penerbit UTHM
Universiti Tun Hussein Onn Malaysia
86400 Parit Raja,
Batu Pahat, Johor
Tel: 07-453 7051 / 7454
Fax: 07-453 6145

Website: http://penerbit.uthm.edu.my E-mail: pt@uthm.edu.my

Penerbit UTHM is a member of Majlis Penerbitan Ilmiah Malaysia (MAPIM)

Printed by: Percetakan Surya Sdn. Bhd. Plot 29, Jalan IKS BK 2 Taman Bukit Katil 75450 Bukit Katil Melaka



Acknowledgement хi Preface xiii **Chapter 1 - Management Concept** 1 Introduction 1 Our Exposure In Persomal Management 2 Definition Of Management. 12 15 Management And Administration 16 Management Terminology 17 Management – Art Or Science 22 Organization 22 Types Of Management 23 General Management Management In Government Services 25 27 Management From Religious Perspectives Management From Islamic Perspectives 29 Management From Business Entity 62 Chief Executive Officers' Task In Management 67 Staffs' Characteristics 69 Element Of Self-Management. 71 74 Management Of Stress 81 Obstacle To Management 89 Management Culture Management Style 101 Disaster Management. 103 (1) Management Of Pre-Disaster Period 121 (2) Management Of Disaster Appraisal Period 126 (3) Management Of Post Disaster Period 128 Management Of Building 130

JOURNEY TO MANAGEMENT OF ORGANIZATIONAL OPERATIONS Insights, Issues and Challenges

Safety Management For Building	135
(1) Fire Safety Requirement At The Planning Stage	136
Of A Building.	
(2) Evaluation Of Fire Safety In Existing Building.	150
Performance Based Concept In Building Construction.	152
Fire Safety Management	161
Risk Management	167
Risk Anticipation On Possible Occurrences Of	178
Disaster.	
Chapter2- Organizational Structure.	185
Introduction	185
Management Structure	186
Conventional Management Structure	191
Islamic Management Models.	192
Fairness / Kindness	202
Management Boundaries	213
Chapter 3 – Management Functions.	221
Introduction	221
Management Functions	222
Planning.	222
Organizing.	234
Supervising.	242
Coordination	245
Directing	252
Delegating.	253
Reviewing.	255
Controlling	257
Evaluating Intelligence	261
Budgeting.	265
Communication Tools	267
Filing System	268
Training Function	270
Internal (Staff) Relation.	276
Public Relation	280

Chapter 4 - Essential Elements In Management.	283
Introduction	283
Sincerity.	284
Accountability.	295
Intention (<i>Niat</i>).	298
Integrity.	303
Trustworthiness.	305
Diplomacy	308
Manners.	311
Behaviors.	319
Attitude.	324
Ethics.	328
Loyalty.	331
Gratitude	332
Patience.	335
Practicality	336
Dedication	344
Safety And Security Of Staffs In General	345
Management Of Demand	355
Making Things Simple	356
Chapter 5- Knowledge And Skills.	361
Introduction	361
Technical Ability	362
General Skills	363
Financial Skill.	366
Skill In Evaluating Financial Risk	369
Skill In Financial Control	371
Human Skill –Pertaining To Religious And Cultural	372
Values	
Human Skill	378
Skill In Manpower Planning.	379
Job Simplification	382
Skill In Recruitment Of Staffs.	383
Communicative Skill	396
System Of Reporting.	399
Punishment And Reward.	403
Competitions In Organization.	
	405
Managing Operational Matters	405

JOURNEY TO MANAGEMENT OF ORGANIZATIONAL OPERATIONS Insights, Issues and Challenges

Chapter 6 – Management Effectiveness.	415
ntroduction	415
Time Management	415
Management At The Speed Of Change.	421
Measuring Performances,	425
Effectiveness.	429
mprovement Of Management Effectiveness.	432
Motivation.	434
Example Of Motivation.	435
Group And Team Motivation	438
nnovation	439
Maintenance Culture.	441
Networking.	442
Management Of Information.	443
Research.	445
Protocol	452
Chapter 7 –Conflict In Organization.	455
ntroduction	455
Conflict.	457
Office Politic.	457
Blackmailing.	461
Bad Management Practices.	463
Manipulative Man.	466
Instrument Of Governing	469
Emotional	470
Management Analysis.	471
ohari Window.	475
Negotiation.	485
Labor Movement	488
People's Perception	491
ndiscriminate Use Of Diplomacy	496
Robbing Opportunities.	506
Globalization – Business Without Boundary	509
Science And Technology	512

Chapter 8 - Knowledge On Laws And Laws Of Nature.	517
Introduction	517
Knowledge On Laws Of Nature.	517
Knowledge On Human-Made Laws.	520
Laws On Safety, Health And Security.	521
Safety And Health	524
Fire Safety Legislation.	527
Signage	534
Chapter 9 – Leadership	537
Introduction	537
Definition Of Leadership.	538
Types Of Leaderships.	553
Leadership Quality.	562
Leadership Development.	570
Leaders Have To Make Decisions.	573
Decision Making	579
Financial Decision	586
Opportunities.	586
Nepotism	588
Anticipation	589
Leaders Should Not Get Disappointed Easily	591
Speeches.	593
Thinking.	599
Sense Of Humor.	601
Chairmanship.	604
Courage	608
Wisdom	610
Tips How To Get Along With People	619

JOURNEY TO MANAGEMENT OF ORGANIZATIONAL OPERATIONS Insights, Issues and Challenges

Chapter 10- Crisis Management.	631
Introduction	631
Crisis Management.	632
Leadership Of A Crisis Manager.	635
Steps To Be Taken During A Crisis.	636
The Importance Of Quick Thinking.	637
Identifying The Problem.	637
Emergency Planning In Crisis Management.	638
Allocation Of Tasks.	639
Communication In Crisis Management.	640
Important Facts To Remember.	641
Handling The Press.	641
After The Crisis	641
Chapter 11 - Conclusion	643
References	649
Index And Glossary	653