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# ENGLISH FOR BUSINESS

## Licence (1)

Course for the Bachelor students

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## Chapter 4

### **MANAGEMENT**

#### ➤ **Management**

Management is the coordination and administration of tasks to achieve a goal. It is the science of managing the resources of businesses, governments, and other organizations.

Management is a process of planning, decision making, organizing, leading, motivation, and controlling the human resources, financial, physical, and information resources of an organization to reach its goals efficiently and effectively.

Management is the process of designing and maintaining an environment in which individuals (working together in groups) efficiently accomplish selected goals.

Management is how businesses organize and direct workflow, operations, and employees to meet company goals.

The primary goal of management is to create an environment that lets employees work efficiently and productively. A solid organizational structure serves as a guide for workers and establishes the tone and focus of their work.

As a manager, you may be responsible for doing any of the following tasks:

- ✓ Create goals and objectives
- ✓ Create schedules

- ✓ Develop strategies to increase performance, productivity, and efficiency
- ✓ Ensure compliance with company policies and industry regulations
- ✓ Mentor employees
- ✓ Monitor budgets, productivity levels, and performance
- ✓ Resolve customer problems
- ✓ Train staff

### ➤ **Levels of Management**

In many organizations, management falls into one of three levels: top, middle, and low.

Managers in smaller companies may fill roles at more than one level, while larger organizations may have several managers within each level.

- **Low management**

This level of management, the lowest in the three layers, is responsible for overseeing the everyday work of individual employees or staff members and providing them with direction on their work.

Low-level management's responsibilities often include ensuring the quality of employees' work, guiding staff in everyday activities and routing employee problems through the appropriate channels.

Low level management often has a supervisory role. These managers have titles like shift supervisor, branch manager, or team leader. They work with individuals and teams to meet goals determined by upper management. They typically have less influence over company policy

compared to the other management levels, but the most interaction with workers.

- **Middle management**

Middle management level consists of people with executive roles. They work with both top-level management and supervisors to help workers meet objectives and boost the company's productivity. They may be called regional managers or general managers.

Middle managers spend more of their time on directional and organizational functions. This includes defining and discussing important policies for lower management, providing guidance to lower-level management to achieve better performance and executing organizational plans at the direction of senior management.

- **Top (Senior) management**

Top-level management typically has an administrative role, and their decisions affect the entire organization even though they sometimes aren't involved in the day-to-day operations. They may have the title of chief executive officer (CEO) or serve on the board of directors.

Senior management needs to set the overall goals and direction of an organization. Senior management develops strategic plans and company-wide policy and makes decisions about the direction of the organization at the highest level.