Management Hierarchy

Name

Professor

Course

Date

Management Hierarchy

According to Rademeyer and Lubinsky (2017), decision-makers are grouped into strategic, tactical and operational categories. The strategic level of management is concerned with marking territories, the number of employees, and location as well as costs. The tactical is concerned with profiling territories and aligning employees to areas of best fit whereas operational is concerned with planning the stores and visiting various areas or shops.

According to Merad et al. (2003), the three levels of management are influenced by the amount of information that is available for decision making. At the strategic level, the aim is to make decisions for action taking purposes. The political and legislative dimensions affect it. At the tactical level, the decisions are influenced by the socio-economic factors as well as a little bit of the legislative and political dimensions. The operational level is scientific with more specialist and precise information.

According to Ho (2015), the strategic level is the highest hierarchical level consisting of executive support. The tactical level consists of management of information as well as supporting decision making at the strategic level while the operational level is the lowest level and consists of transaction processing. According to Srivastava and Teo (2001), management at the strategic or top level is responsible for the culture of an organization, while the middle level or tactical managers are responsible for utilizing the available systems for optimum output as directed by top management while the operational level is the frontline level of workers who execute or operationalize the activities.

The three levels of management work hand-in-hand to ensure that the mission of the business or organization is achieved. To begin with, the strategic level comes up with the ideas or the mission of the business. The tactical level of management then develops the form that the ideas or the mission are workable on. The low-level or the operational level is the workers who go on the ground to make the mission active and operational. Additionally, the process is two-way. This is to mean that the operational level gives feedback to the tactical team that then passes the information to the strategic level. The feedback is then used by the strategic level to come up with new ideas and strategies to achieve the vision by refining the mission.

As an IT professional I would use the three levels of management to improve efficiency by approaching the different levels differently. The strategic level is responsible for road-mapping the organization and as such their actions have long-term implications. The tactical level of managers is generally responsible for the areas or departments that are under them while the operational level is responsible for the daily operations and have very hands-on skills. As such, each group has its own requirements for information needs as per their responsibilities. As an IT professional, I will train the three level of management with tailor-made programs to meet their informational needs.

For IT to help the organization the strategic level have to accept the training so as to elevate the role of IT in leading the organization. As such, they will receive training first. The IT training for the tactical level is more knowledge oriented for them to know the various IT options in the industry. The training of the low-level management is highly specialized and is the last to be conducted. The specific skills that the workers at the low-level require to execute the tasks will be the main focus of the training.

References

Rademeyer, A. L., Lubinsky, D. J. (2017). A decision support system for strategic, tactical and operational visit planning for on-the-road personnel. *South African Journal of Industrial Engineering* Vol 28(1), pp 57-72. Available at <http://www.scielo.org.za/pdf/sajie/v28n1/07.pdf>

Merad, M., Verdel, T., Salmon, R. Roy, B. (2003). A contribution of multi-criteria decision aid methods for natural risk analysis and management studies. 23rd SRA Annual Meeting, 7-10 décembre 2003, Baltimore, Etats-Unis.

Ho, K. J. (2015). A review of frameworks for classification of information systems, notably on the Anthony’s Triangle 604 ISSN 2286-4822 www.euacademic.org *European Academic Research* Vol. III, Issue 1

Srivastava, C. S., Teo, H. S. T. (2001). IT Training as a Strategy for Business Productivity: A Framework for Small and Medium-Sized Enterprises.