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Elements of System Control

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Elements of System Control

System control plays a significant role in the organization because it ensures managers can monitor and control the activities and operations of the organization. Therefore, there must be certain elements for all effective system control to ensure the major functions are addressed. Nevertheless, the absence of the elements will make all the systems weak and vulnerable to failures. One of the elements is feedback. Panday et al. (2019) note that feedback is the critical element of every control system because managers utilize the information to transform and change their performance. Also, the same source stated that feedback intends to correct future activities by using past experiences. Therefore, managers will have to utilize the information presented to them from feedbacks to execute counteractive measures. For example, while working in Cardinal Health Inc., the report was presented, making the management team focus on improving staff to enhance service delivery. The report is part of the formal feedback.

Another element of the control system is that the control should always be objective. Therefore, a subjective measure cannot be based on assessment of real performance (Lytvynenko, 2017). However, an objective measure of performance is founded based on factors such as effectiveness and working hours. For example, while in the workplace, managers need to consider the productivity of a person rather than assessing the real performance of an individual.

Moreover, quick reporting of deviations plays a critical role in system control. Nonconformities need to be realized and reported as soon as possible; this will ensure that all procedures that do not conform to the plans are corrected immediately. For instance, while working in a healthcare facility, we realized there were challenges in drug storage because the drug room was leaking in water; by reporting the issue to the manager, the issue was addressed immediately, eliminating the financial losses that could have occurred.

System controls need to be forward-looking. This element is essential in predicting future occurrences that might otherwise interfere with the organization's operations (Lytvynenko, 2017). For example, some of the occurrences that need to be checked include interruptions in reporting that may result in faults as well as challenges in taking corrective measures. In the health organization I used to work in before, the manager was informed all the staffs to project on the outcome of every event planned. This enabled them to forward-look on the control systems. Besides, the projection ensures that managers have time to develop counteractive measures.

Lastly, a good system control should be elastic. An elastic control element makes the control system change based on the situations at hand. Therefore, managers face different scenarios that will require them to act logically and different from what was planned. Nevertheless, when they have a firm control system, they will tend to be inefficient as they cannot attend to all situations (Panday et al., 2019). For example, while working in Cardinal Health Inc., the control system for patients was first to attend the reception then see the doctor; however, one day, the number of patients that required emergency services was more, which necessitated the manager to change based on the unpredictable conditions. This made the control system to be efficient while maintaining the goals of the organization.

Managers can suffer significantly when the elements are skipped. Managers will have to face challenges that can lead to poor performances, financial losses and even delayed making counteractive decisions. For example, having rigid control systems can make managers unable to deal with impulsive circumstances. Also, lack of feedback will make managers into the total darkness of how the organization is running. Furthermore, every element is essential for the managers to have the best control systems.

References

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