INF 1230 Management of Information Organizations

2017 Winter Term (Section 1)

Instructor: Chun Wei Choo

Site address: uoft.me/inf1230

ANNOUNCEMENTS

Please check this site regularly for updates.

The class TA is Elysia Guzik. She may be reached at elysia[dot]guzik[at]mail[dot]utoronto[dot]ca.

Chun Wei's office hours this term are Wednesdays 3.30 - 4.30pm. Other times available by appointment.

COURSE DESCRIPTION

COURSE SCHEDULE

READINGS LIST

COURSE WIKI

CASE ASSIGNMENT

ESSAY ASSIGNMENT

LECTURE SLIDES

Students may also download slides as electronic files here. Sign in as "student." Password is the answer to the question "Who was the founder of the human relations movement in management theory?" (First and last name, no space.) We spend some time discussing his work in the first class.

HyperSlides (designed by FIS graduate student)

Quizzes and stuff ...

- Try the new self-assessment quizzes on the History of Management, and Planning,
**Goals and Objectives.**

- Find out your individual preferred conflict handling style: [Try this self-assessment instrument.](#)

**Recommended browsing:**

- [Library Management](#)
- [Journal of Library Administration](#)
- [Ivey Business Journal](#), Canada's own management journal
- [Harvard Business Review](#)

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**Course Map**

Here's a tree-diagram showing how the topics presented in the course are related to one another. These major aspects of the organization need to be managed purposefully if the organization is to be effective.

(Adapted from Handy/1993)
Course Objective

To prepare beginning professionals to function effectively in information organizations.

Course Learning Outcomes

At the end of the course, students would have a general understanding of:

- foundational theories and principles of organizational behaviour and their application to information organizations
- administrative techniques considered important to the information manager
- the realities and challenges of participation in the management of information organizations
- current research, practices and problems in selected areas of administration of information organizations
- the basic literature and theories that would prepare students for advanced courses in the management of information organizations.

Relationship between Course and MI Program Learning Outcomes

A knowledge of management theory and principles enables students to participate meaningfully in organizations, helping organizations to respond to changing needs of society (PLO 1). An awareness of the economic and social values that undergird management practices helps students to develop as responsible leaders and innovative information professionals (PLO 2). An appreciation of the basic literature and major challenges of management theory and practice could motivate continued learning and development after graduation (PLO 6).

Readings

Students are encouraged to be familiar with the recommended readings as they expand on the material that is presented in class. Copies of the textbook (Moran, Stueart and Morner 2012) are available from University of Toronto libraries, UT bookstore, the publisher, and online booksellers. The textbook website contains case studies, exercises and examples. Copies of other readings may be available in the Inforum.

Resource Workbook
A number of in-class case studies and activities are compiled in the INF1230 Resource Workbook. Each student is required to have his or her own copy of the workbook, which may be downloaded HERE [60 pages, 700KB PDF].

**Course Requirements**

There are two assignments and a final exam.

The purpose of the case assignment is to give students an opportunity to develop a case and apply one of the preferred approaches to managerial problem solving. In the assignment, students demonstrate their analytical and writing abilities as well as their understanding of management principles.

The purpose of the essay assignment is to expand students' management knowledge by writing a short paper (approx. 10 pages) on a topical area of management theory or practice that is not covered in the course. Examples of topics would include: managing diversity, knowledge management, and service quality.

The final exam tests the student's exit knowledge of the elements of management theory and practice introduced in the course. It focuses on concepts discussed in class and in the required readings.

**Participation.** We encourage students to participate actively in class discussions, exercises, and presentations.

**Evaluation**

Course grades will be derived as follows:

Case assignment = 25%
Due date: February 8th, 2017 (Section 1)

Essay assignment = 25%
Due date: March 1st, 2017 (Section 1)

Final examination = 40%
Date: April 5th, 2017 (Section 1)

Participation as noted above = 10%

**Availability of Instructor**

Students are welcome to discuss any course-related issues with the instructor. Chun Wei's office is Room 628; telephone 416.978.5266; e-mail cw.choo@utoronto.ca. Office hours will be announced in class.

Teaching assistant(s) will be announced in class.
Academic Policies

Academic integrity

Please consult the University's site on Academic Integrity. The iSchool has a zero-tolerance policy on plagiarism as defined in section B.I. 1. (d) of the University's Code of Behaviour on Academic Matters. You should acquaint yourself with the Code and Appendix A Section 2. Please review the material you covered in Cite it Right and consult the site How Not to Plagiarize.

Accommodation of students with disabilities

Students with diverse learning styles and needs are welcome in this course. In particular, if you have a disability or health consideration that may require accommodations, please feel free to approach me and/or the Accessibility Services Office as soon as possible. The Accessibility Services staff are available by appointment to assess specific needs, provide referrals and arrange appropriate accommodations. The sooner you let them and me know your needs, the quicker we can assist you in achieving your learning goals in this course.

Writing support

The SGS Office of English Language and Writing Support provides writing support for graduate students. The services are designed to target the needs of both native and non-native speakers of English and include courses, workshops, individual writing consultations, and online resources. Please avail yourself of these services.

Grading

Please consult the iSchool's official interpretation of letter grades and the University's policy on Graduate Grading and Evaluation Practices. These will form the basis for grading in the course.
INF 1230 Management of Information Organizations: Course Schedule (Section 1)


Introduction and overview of course content, requirements, and evaluation.
Historical development of management thought.


Motivation.


Planning. Goals and Objectives.

IV . February 1, 2017.

Teamwork.

V. February 8, 2017.

Managing Conflict.

Case assignment due on February 8, 2017 (Section 1).

VI. February 15, 2017.

Organizational Structure and Design.

February 21 - 24: Reading Week; no classes.

VII. March 1, 2017.

Supervision and Delegation.

Essay assignment due on March 1, 2017 (Section 1).

VIII. March 8, 2017.

Communication.

IX. March 15, 2017.

Financial Management.


Labour Relations.
XI. March 29, 2017.

Leadership.

XII. April 5, 2017.

Final Exam.
INF 1230: Management of Information Organizations

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READINGS

The course textbook is:

025.1 S933L8

I. Historical Development of Management Thought.

025.1 S933L8

II. Motivation.


Harvard Business Review 81, no. 1 (January 2003). Special issue on Motivating People. Overview article and papers by Frederick Herzberg (job satisfaction), Harry Levinson (MBO), etc.


III. Planning, Goals and Objectives.

025.1 S933L8

Nonprofit Organizations. Long Range Planning 21(1), p.73-81

IV. Teamwork.


V. Managing Conflict.


VI. Organizational Structure and Design.


VII. Supervision and Delegation.

HV40.54 .D38 ROBA
VIII. Communication.


IX. Financial Management.


X. Labour Relations.


- Chapter 8: "Collective Bargaining Legislation in Canada."
- Chapter 9: "The Individual Employment Contract and Employment Legislation in Canada."
- Chapter 11: "The Collective Agreement."
- Chapter 15: "Public-Sector Collective Bargaining."

XI. Leadership.


theory of leadership. Training & Development, 50(1), 42-47. [PDF]


*: Recommended readings.