

SYLLABUS

INTERNATIONAL EUROPEAN
UNIVERSITY



EUROPEAN SCHOOL
OF BUSINESS



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Course Name 

 Organization of management operations

Lecturer (s) 

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Lecturer's profile 



Consultations

online consulting



offline consulting



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Discipline page 

 <https://business.ieu.edu.ua/navchannia/orhanizatsiia-osvitnoho-protsesu/robochi-prohramy/bakalavrat>

Form of final control

test

def. test

exam



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1 Brief discipline annotation

This Organization of management operations academic discipline is one of the most important in the training of professionals. The capacity, content and sequence of the educational material should correspond to the level of training, desires and specialization of students. When studying the discipline, students should explore the following methods: assessing life situations and their capabilities; correcting life goals and the sequence of their achievement; life planning; self-organization, self-regulation and self-management techniques. The main forms of assignments in the discipline are lectures, seminars, group classes, trainings, various games and independent study of the material.

2 Background for studying discipline

The prerequisite for studying the academic discipline is to provide future specialists with the ability to organize personal work and work of their subordinates, to draw up the main types of management documents; transfer of knowledge and skills required for professional activities of specialists in management.

3 Goal and objectives of the discipline

The **goal** of the Organization of management operations discipline is to provide future managers and marketers with the ability to organize their work, draw up the main types of management documents, transfer knowledge and develop skills required for professional activities in market conditions, elements of which are legal, technological, organizational, technical, educational and methodical components, as well as to provide students with the necessary theoretical knowledge and practical skills in organization management.

Key objectives of the Organization of management operations discipline: to acquire theoretical knowledge and train high-quality specialists who know scientifically grounded methods of organizing management operations, which defines the solution of the following tasks:

- organization of management operations at various levels of management and formation of its components;
- application of modern principles and areas of scientific organization of work;
- the use of time as a resource;
- organization of the documentation process in management;
- planning and organization of personal work;
- organization of the workplace;
- application of technology for working with text materials;
- organization and holding of meetings;
- preparation and conducting of business meetings and negotiations;
- management of the flow of visitors;
- rationalization of telephone contacts;
- the use of technical means of control;
- preparation and execution of documents (organizational and administrative, personnel, economic and foreign economic activities);
- formation of document flows, organization of the procedure for the execution of documents, etc.

4 Learning outcomes

PLO 1. To show knowledge and understanding of the theoretical fundamentals and principles of marketing activities.

PLO 4. To collect and analyze necessary information, calculate economic and marketing indicators, substantiate managerial decisions based on the use of appropriate analytical and methodical tools.

4 Learning outcomes

PLO 13. To be responsible for operating results, show entrepreneurial and managerial initiative skills.
 PLO 16. To meet the requirements for a modern marketing specialist, increase the level of personal professional training.

5 ECTS credits

4 ECTS credits – 120 academic hours

6 Discipline structure

Content sections and topics	Amount of hours											
	full-time mode of study						part-time mode of study					
	total	including					total	including				
		l	p	lab.	ind.	i. w.		l	p	lab.	ind.	i. w.
1	2	3	4	5	6	7	8	9	10	11	12	13
Content section 1. THEORETICAL AND METHODOLOGICAL TOOLS FOR MANAGEMENT OPERATIONS												
Topic 1. Basic provisions.	10	2	2	-	-	6	12	2	-	-	-	10
Topic 2. Laws, principles and methods of organization of management operations	10	2	2	-	-	6	10	-	-	-	-	10
Topic 3. History of the development of the theory and practice of organizing management operations.	10	2	2	-	-	6	12	-	2	-	-	10
Topic 4. The main functions of the manager and marketer.	10	2	2	-	-	6	10	-	-	-	-	10
Topic 5. Subject and object of organization of management operations.	10	2	2	-	-	6	10	-	-	-	-	10
Total per content section 1	50	10	10	-	-	30	54	2	2	-	-	50
Content section 2. MANAGEMENT WORK AND ITS SCIENTIFIC ORGANIZATION												
Topic 6. Particularities of organizing the work of professionals.	10	2	2	-	-	6	12	2	-	-	-	10
Topic 7. The essence, principles and areas of scientific organization of work.	10	2	2	-	-	6	10	-	-	-	-	10
Topic 8. Division and cooperation of management operations.	10	2	2	-	-	6	10	-	-	-	-	10
Topic 9. Planning the personal work of the manager and marketer.	10	2	2	-	-	6	10	-	-	-	-	10
Topic 10. Standardization of management work, accounting and analysis of working time.	10	2	2	-	-	6	14	2	2	-	-	10
Topic 11. Documents in management.	10	2	2	-	-	6	5	-	-	-	-	5
Topic 12. Organization of office work. Processing of text materials.	10	2	2	-	-	6	5	-	-	-	-	5
Total per content section 2	70	14	14	-	-	42	66	4	2	-	-	60
Total hours	120	24	24	-	-	72	120	6	4	-	-	110

7 List of obligatory tasks

1. Theoretical and methodological principles of management operations.
2. Laws, principles and methods of organization of management operations.
3. Laws of organization of management of the work of the manager and marketer.
4. Principles and methods of organizing management operations.
5. History of the development of the theory and practice of organizing management operations.
6. The main functions of the manager and marketer.
7. The subject and object of the organization of management operations.

8 List of selective tasks

1. Subject, structure and content of the Organization of management operations discipline as a scientific discipline and methods of its cognition.
2. The importance of studying and tasks of the Organization of management operations discipline, its relationship with other disciplines.
3. The concept of organization of work, activity; social and economic aspects of work. The structure of social labor, its contradictions. Functions of social labor. Content, nature and forms of labor.
4. Labor as one of the main subsystems of the society system, as a process of expedient human activity. The value of labor.
5. The concept of organization. The theory of organization by A. Bohdanov.
6. Processes organizing and disorganizing activities. Organization as a function of management activity.
7. Human life and activity. Features of the activity. The structure of the activity.

9 Discipline features

Period of teaching	Semester	International disciplinary integration	Year of study	Courses: general training/professional training/elective
1 st semester	2 nd semester	available	1 st year	Professional training

10 Assessment system and requirements

General assessment system of the discipline

As part of discipline teaching, one carries out current and final control of students' knowledge.

The final credit grade is given according to the total rating of students.

QR Code: <https://ie.u.edu.ua/docs/pol-mark-esb.pdf>

According to the results of current control during a semester, students can obtain 100 points maximally, the minimum sum of points allowing students to pass the discipline is 60 points.

Correlation between national and ECTS grades and student rating: QR Code: <https://ie.u.edu.ua/docs/pol-mark-esb.pdf>



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11 Admission to final control

The minimum amount of points that should be obtained by students for current educational activities during a semester to be admitted to the final control is 36 points. The grade for the discipline is defined as a sum of the final points for current activities and the points for the final control and is expressed due to the multipoint scale.

The grade for the discipline completing with the exam is determined as the sum of points for current learning activities (at least 36), points for individual independent work of students (no more than 6) and points for the exam (at least 24).

The overall points of the discipline are 100. The total grade for the discipline is given according to the national and European scale.

The final control in the form of an exam is carried out after learning all the topics of the discipline, during the examination session.

QR Code: <https://ieu.edu.ua/docs/050.pdf>

12 Discipline policy

To ensure fruitful learning and cognitive activities of students while studying the discipline, one holds relevant lectures and seminars in the form of presentations, case studies, group work and discussion seminars.

During classes and at the University, students should respect lecturers, staff and other students, attend classes according to the schedule, come on time and not leave classes without lecturer's permission. All academic assignments should be performed by the deadlines.

The teaching staff should constantly advance their professional level, teaching skills, general culture, as well as provide students with appropriate conditions for learning educational programs according to the requirements for the content, level and capacity of education, and encourage their comprehensive professional development. Lecturers should follow the curriculum, not be late for classes, not allow any manifestations of corruption, discrimination, bullying, harassment and infringement of the students' rights.

13 Policy of absence and late task performance

Students who miss the current control for valid reasons confirmed by documents have the right to take current control within two weeks after returning to studying.

Students who have missed classes without valid reasons, have not participated in current control activities, have not liquidated academic failure are not admitted to the final semester control of this discipline. In this case, an academic staff member puts a mark 'non-admission' in the exam record.

Repeated taking of the exam in the discipline is appointed in case of accomplishing all types of educational, independent (individual) work stipulated by the working program of the academic discipline and is carried out according to the approved schedule of academic failure liquidation.

QR Code: <https://ieu.edu.ua/docs/050.pdf>

14 Academic integrity policy

Participants in the educational process rely on the academic integrity principles **QR Code:** <https://ieu.edu.ua/docs/011.pdf>



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Recommended sources of information

Primary (basic) literature:

1. Skibitska L.I. Organization of manager's work: study guide / L.I. Skibitska. – Kyiv: Center for Educational Literature, 2020. – 358 p.
2. N.T. Rud, A.I. Hordiichuk, I.V. Shubala, M.I. Dziamulych, O.V. Potiomkina., O.V. Sereda; edited by O.M. Shubalyi. – Lutsk: IVV of Lutsk NTU, 2018. – 404 p.
3. Havrysh O.A. Technologies of personnel management: monograph / O.A. Havrysh, L.Y. Dovhan, I.M. Kreidych, N.V. Semenchenko. – Kyiv: NTUU KPI, 2017. – 528 p.
4. Kholod Z.M., Kopyliuk O.I. Organization, rationing and remuneration of labor at printing enterprises: Study guide. – Lviv: UAD, 2013. – 175 p.
5. Kryvoruchko O.M. Enterprise personnel management: study guide / O.M. Kryvoruchko, T.O. Vodolazhska. – Kh.: KHADI, 2016. – 200 p.

Additional literature:

1. Krushelnytska O.V. Organization of labor: study guide / O.V. Krushelnytska. D.P. Melnychuk. – Zhytomyr: ZhDTU, 2007. – 355 p.
2. Markova S.V. Personnel management: study guide for Bachelor's students / S.V. Markova, O.M. Oliinyk. – Zaporizhzhia: ZNU, 2013. – 80 p.
3. Zudina L.N. Organization of managerial labor: study guide / L.N. Zudina. – Novosibirsk: NGAIEU, 2007. – 256 p.
4. Norms of time and productivity for printing production processes: collection / [edited by Z.M. Kholod]. – Lviv: UAD, 2012. – 152 p.
5. Mykhailova L.I. Personnel management: study guide / L.I. Mykhailova – K.: Center for Educational Literature, 2007. – 248 p.
6. Khmil F.I. Personnel management: textbook for students of higher education institutions / F.I. Khmil. – K.: Akademvydav, 2006. – 448 p.
7. Kholod Z.M. Management and efficiency of the use of production personnel of structures of the publishing and printing complex of Ukraine: monograph / Kholod Z.M., Kopyliuk O.I., Maliarchuk I.I. et al. – Lviv: UAD, 2008. – 196 p.

INFORMATION RESOURCES:

1. Official website of the Vernadsky National Library of Ukraine // Electronic resource. – Available at: <http://nbuv.gov.ua>.
2. Website of free electronic textbooks online // Electronic resource. – Available at: <https://pidru4niki.com>.
3. Official website of CHITALKA student electronic library // Electronic resource. – Available at: <http://chitalka.info>.
4. Official website of the online library of educational and scientific literature // Electronic resource. – Available at: <https://eduknigi.com>.
5. Website of the textbook electronic library // Electronic resource. – Available at: <http://studentam.kiev.ua>.

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Tips for successful study in the course

If you want to succeed in this discipline, you should be:

- **persistent, attentive and curious;**
- **creative, cheerful, and open to communication and discussions;**
- **ready to acquire information and knowledge about the subject not only during lectures but also during extracurricular activities.**

See you at classes!