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Feedback analysis of organizational processes: a control systems approach

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ABSTRACT

The purpose of this research is to provide a brief, yet comprehensive overview of Management theory from its formal inception to present day. This overview highlights the key figures, key assumptions made and key concepts of Management Theory.

In addition, the dissertation will provide an overview of the historical and contemporary arguments within Management theory.

Concentrating on the subject of a unified theory of Management, the argument is suggested that the Control Model has many benefits to offer in light of its being both a formulaic and graphical medium.

With reference to the South African context, it is suggested that these benefits have particular relevance to Management practice, in light of the challenges and cultural differences described in other studies.

In order to demonstrate these benefits, Feedback is selected as an appropriate focal point of the Control Model.

Furthermore, Feedback is identified as a fundamental component in addressing, and ultimately resolving, these challenges.

Conclusions and implications for further study are discussed as well as the limitations of the current study. Recommendations for further research in the conceptual application of the Control Model are also detailed accordingly.