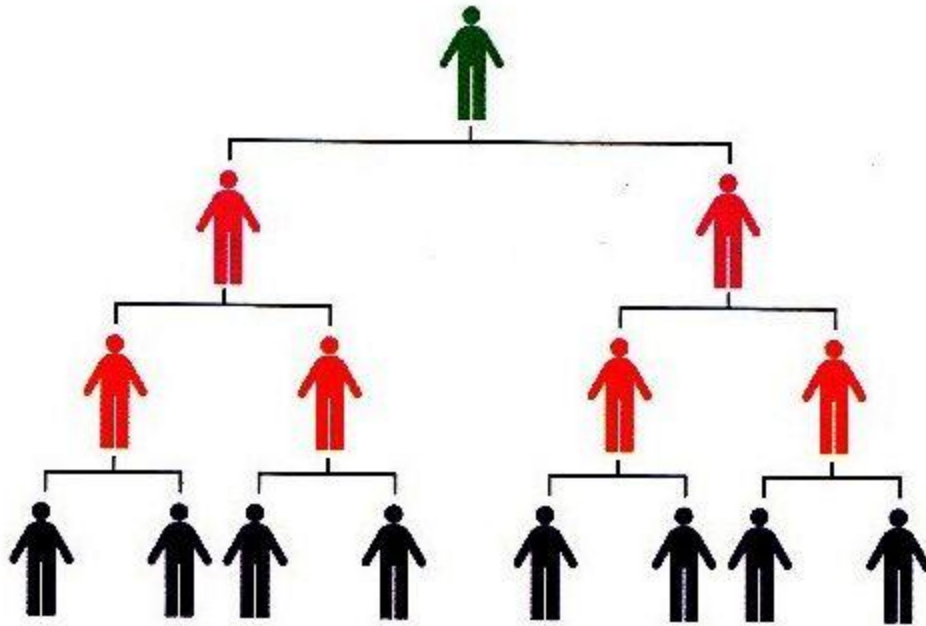


# Chain of Command



Is the continuous line of authority that extends from upper organizational to the lowest levels and clarifies who reports to whom.

Who do I go to if I have a problem?

To whom am I responsible?

**Authority:** refers to the rights inherent in a managerial position to tell people what to do and to expect them to do it .

**Responsibility:** is the obligation of an individual to perform the duty or task assigned to him.

**Accountability:** is when an individual or department experiences consequences for their performance or actions.

**Unity of command :** principle helps preserve the concept of a continuous line of authority.

### **\* Benefits of a Chain of Command**

#### 1- Clarity and Accountability

A chain of command clarifies which employee is responsible for what. It also shows whom that employee reports to. This sets clear roles for each employee. At the same time, employees know who their direct supervisor is and so know whom to turn to with challenges or when more information is needed.

#### 2- Increased Productivity and Efficiency

Employees with a clear role can work more efficiently and productively because they have a focus. Employees know whom to turn to when they encounter any difficulties. Their direct supervisor is responsible for ensuring that each subordinate is able to perform their tasks.