

ASSIGNMENT

Q1- Define Management. Also explain the characteristics of management and principle of Management.

→ Management → Management is the process of designing and maintaining an environment in which individual, working together in groups, efficiently accomplish selected aims.

OR

Management is defined as the process of planning, organising, actuating and controlling an organisation's operations in order to achieve coordination of the human and material resources essential in effective and efficient attainment of objective.

CHARACTERISTICS OF MANAGEMENT →

- 1→ Management is a goal oriented process.
- 2→ Management is all pervasive → Activities involved in managing an enterprise are common to all organisation whether it is economic, social or political.
- 3→ Management is multidimensional → It has three main dimensions -

- (i) Management of work
- (ii) Management of people
- (iii) Management of operations.

4- Management is a continuous Process.

5- Management is a group activity.

6. Management is a dynamic function →

Management has to adapt itself to the change environment because organisation interact with its external environment which consist social economic and political factor.

7. Management is an intangible force —

Management can not be seen but its presence can be felt in the way the organisation functions.

Basic Principles of Management

- 1) Division of work → This principle is associated with specializing the tasks of the employees. The employees are divided into their specialization and interest to harness the best result out of them.
- 2) Authority → Authority should be known to the whole organization; the managers.

should use the authority analytically. They should maintain a balance of authority over the organization structure.

- 3) Discipline → The organization must maintain the decorum of the workplace. The employees foremostly must be disciplined. Undisciplined employees can not give good results so discipline needs to be the top priority.
- 4) Unity of command → Order or command must come from one manager or leader to achieve the best results and the employees are required to follow the commands.
- 5) Unity of Direction → Their goals must be unified and directed. All the employees should be directed toward their common clear goal. They must not fuss with the organizational goals.
- 6) Subordination of Individual Interest to group Interest → The employees must be clearly stated about the organizational goals firstly. They should be explained that giving priority to the organizational goals will automatically secure their individual interest.

- 7) Remuneration - A correct remuneration policy must be initiated in the organization. The employees must be encouraged with the correct pay scale. Employees only put applications when they find that they will get good pay and not less than what they deserve.
- 8) Centralization → The orders must be centralized. Priority orders must come down from the top level. For effective and accurate work the centralization of order is super necessary.
- 9) Scalar Chain → This will help in the easy functioning of the organization. One person will be enough for transmitting information to him.
- 10) Order → The order must be clear and must avoid any confusion.
- 11) Equity - All employees regardless of the level must be treated fairly.
- 12) Stability of Tenure of Personnel - There should not be a fear in the mind of employees to get removed, only then they can work properly without any fear and with full concentration.

Page No.
 Date:
 Ques Define Training. What are the different types of training. Explain in brief.

→ Training → It is any process by which the aptitudes, skill and abilities of employees to perform specific jobs are increased.
It is a process of learning new skills and application of knowledge.

Types of Training — There are two types of training -

- (i) On the Job Training
- (ii) Off the Job Training

i) On the Job Training →

→ (a) Apprenticeship Programmes :- Put the trainee under the guidance of a master worker ex- plumber, electricians.

(b) Coaching :- The superior guides and instruct the trainee as a coach.

(c) Internship Training :- It is a joint programme of training in which educational institutions and business firms co-operate.

(d) Job Rotation: - It involves shifting the trainee from one department to another or from one job to another.

(ii) OFF THE JOB TRAINING →

(a) Class Room Lecture - Lecture approach is well adopted to conveying specific information, rules, procedures or methods.

(b) Films: - They can provide information and explicitly demonstrate skills that are not easily represented by the other techniques.

(c) Computer Modelling → It simulates the work environment by programming a computer to imitate some of the realities of the job and allows learning to take place without the risk.

(d) Vestibule Training → Training method that focuses on imparting job education training to skilled personnel or those workers who need to deal with machine and equipments of the company.

(e) Programmed Instruction → It involves a series of steps with bits of knowledge.

Q.3 - "Management is a continuous process". Comment.

→ Management is a continuous process.
It is an important feature of management.

A manager of an organisation has to perform managerial work to achieve pre-defined goals of the organisation. To achieve these goals, he as a manager applies various functions of management, principles of management and also techniques of management.

From the beginning till the achievement of success, continuous efforts of every individual is required.

Continuity is an integral part of management. It is necessary throughout the life of an organisation.

Therefore, management has become necessary to start the activity and to run the activity at the business smoothly.

Thus, management is a continuous activity. It is not a one time process, but it is never ending process.

Ques 4 - Define Selection and Explain the process of selection.

→ The selection process refers to selecting the right candidate with the required qualifications and capabilities to fill the vacancy in the organization.

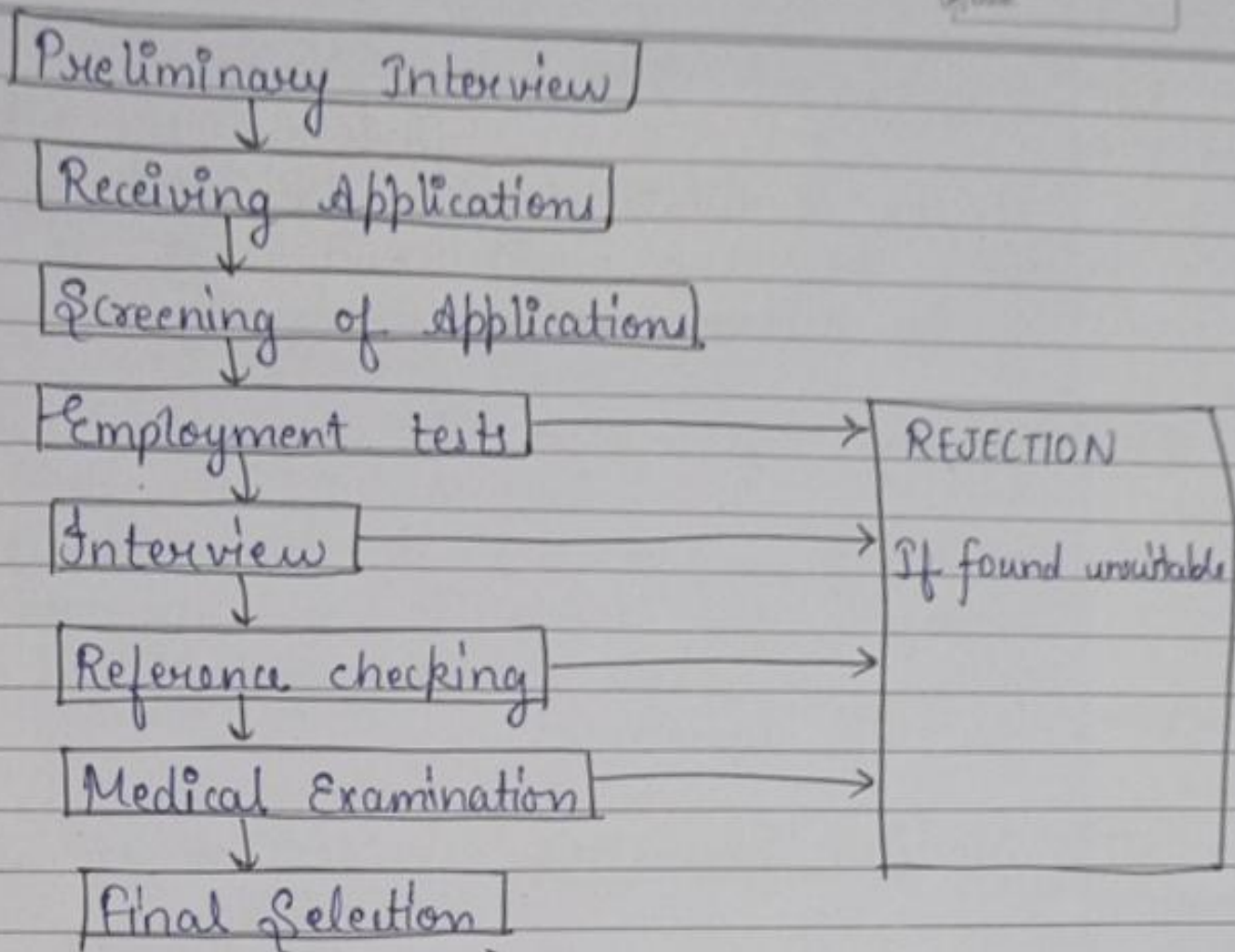
The selection process is quite a lengthy one and also complex. It involves a series of steps before the final selection.

The process of selecting the employees may vary from industry to industry according to their own needs.

Selection Process -

Every organisation creates a selection process because they have their own requirements. Although, the main steps remain the same.

① Preliminary Interview - This is a very general and basic interview conducted so as to eliminate the candidates who are completely unfit to work in the organisation.



II Receiving Applications - Potential employees apply for a job by sending applications to the organisation. Information like bio-data, work experience, hobbies & interest

III Screening Applications - Applicants may be selected on special criteria like qualifications, work experience etc.

IV Employment Tests → Employment test like intelligence tests, aptitude tests, proficiency tests, personality tests etc.

(V) Employment Interview - Its purpose is to find out the suitability of the candidate and to give him an idea about the work profile and what is expected of the potential employee.

(VI) Checking References - The reference can provide info about the person's capabilities, experience in the previous companies and leadership and managerial skills. This info is kept confidential with the HR department.

(VII) Medical Examination - Medical exams help the employers know if any of the potential candidates are physically and mentally fit to perform their duties in their jobs.

(VIII) Final Selection and Appointment Letter

After the candidate has successfully passed all written tests, interviews and medical examination, the employee is sent or emailed an appointment letter, confirming his selection to the job.

Ques → What do you mean by Personnel Management
Also explain the functions of Personnel Mngmt.

→ It is defined as obtaining, using and maintaining a satisfied workforce. It is a significant part of management concerned with employees at work and their relationship within the organisation.

Nature of Personnel Management

- It includes the functions of employment, development and compensation.
- It is concerned with promoting and stimulating competent work force to make their fullest contribution.
- Personnel department is a staff department of an organisation.
- It is based on human orientation and tries to help the ~~coopers~~ coworkers to develop their potential.
- It also motivate the employees through its effective incentive plans

Functions of Personnel Management

There are three categories of functions.

- (a) Managerial functions
- (b) Advisory functions.
- (c) Operative functions.

- (a) Managerial functions - Personnel Manager is a member of management so he must perform basic managerial functions of planning, organising, staffing, directing and controlling in relation to his department.
- (b) Advisory functions - Personnel manager has specialised education and training in managing human relations. So he offers his advice to Top management and departmental heads.
- (c) Operative functions - These are those duties which are entrusted to the personnel department under general supervision of personnel manager.