

Question-1) What are the functions of Management? Explain in brief (07)Marks

Functions of Management →

1. Planning
2. Organizing
3. Staffing
4. Directing
5. Controlling
6. Co-ordinating

1. Planning

An important function of management because it sets the pace for all subsequent steps. In this particular step, you'll have to evaluate methods and strategies to determine how you'll progress.

2. Organizing

Determination & Division of tasks ^{respectively} to each team member according to their abilities and skills.

3. Staffing

Empathizing with employees to understand their abilities and pace of work. By this division of work will be better.

4. Directing

As the name suggests, this step is concerned with supervising team's progress. Here you have to act as a leader, navigate conflict and motivate employees. This can be achieved by giving & receiving feedback about the problem areas.

5. Controlling

Stage where you have to ensure that all steps are going according to plans & the budget.

Employee co-ordination ensures that your plan is going in the right direction.

6. Co-ordination & It is the function of -
management which ensures that different departments & groups work in sync. Therefore there is unity of command among employees groups & departments.

Q-2)

Ans 2) Management theories are a collection of ideas that recommend general rules for how to manage an organisation or business. Management theories address how supervisors implement strategies to accomplish organisational goals and how they motivate employees to perform at their highest ability.

Types :-

1. Scientific Management

Workplace efficiency theory was developed by Frederick Taylor, one of the first to study work performance scientifically. Taylor's philosophy emphasized that forcing people to work hard would result in the most productive workplace. He recommended assigning team members to jobs that best match their abilities and supervising them thoroughly.

2. Principles of administrative management theory

Henri Fayol's management theory says that managers have 6 main functions, to forecast, plan, co-ordinate, command and control. He believed it is up to managers to determine how they use these functions to manage efficiently & effectively. Principles should not be rigid but left up to the manager to decide how best to use them. The principles he outlined are -

1. Initiative

2. Equity
3. Scalar chain
4. Remuneration of personnel
5. Unity of direction
6. Discipline
7. Division of work, etc

3. Bureaucratic management theory

This theory has played a key role in -) establishing standards and procedures that are at the core of most organizations - today. Max Weber's principles for creating this system include a chain of command, clear - division of labor and separation of personnel and organisational assets.

4. Human Relations theory

workers are motivated more by personal attention and being part of a group than money & working conditions. This theory was developed by Elton Mayo, who conducted experiments designed to improve productivity. His focus was on - changing working conditions like break times and the length of the workday.

5. Systems management theory

Businesses are made up of multiple components that must work in harmony for the larger system to function optimally. Success depends on synergy, interdependence and interrelations

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between subsystems. According to this theory, managers should evaluate patterns and events within the organization to determine the best management approach.

6. Contingency management theory

This theory of leadership is directly related to how effectively they lead their team. It asserts that there are leadership traits that apply to every kind of situation and that leaders must be flexible to adapt.

7. Theory X & Y

Managers who assume employees are apathetic or dislike their work use theory X, which is authoritarian. Managers who believe employees are responsible, committed and self-motivated use theory Y. Theory Y is a participative management style that gives rise to a more collaborative work environment.

Q-3)

By studying organizational behaviour, both employees & managers come to understand what makes people behave the way they do. Employees can use this knowledge to increase their own job satisfaction and improve work performance. Managers can use organizational behaviour to accomplish goals and help employees to achieve optimal performance.

Factors affecting organisational behaviour :

1. External Forces :

- a) Technology
- b) marketing conditions
- c) social changes
- d) Political & legal changes

2. Internal Forces

- a) conflicts
- b) Demographics
- c) Abilities & skills
- d) Perception
- e) changes in managerial personnel
- f) Deficiency in Existing organization
- g) Nature of workforce

External forces :->

- a) Technology :- when an organization is affected by a change in technology, it

has to adopt new age tech. Its work structure is affected and a new equilibrium has to be established. Organizations under ~~press~~ focus become less cost effective and its competitive position weakens because of the change in tech.

b) Marketing conditions : Since every organization exports its output to the environment, an organization has to face competition in the market. There may be 2 types of forces which may effect the competitive position of an organization - other organization supplying the same products and buyers who are not buying the product. Any changes in these forces may require suitable changes in the organization.

c) Social changes : These changes have taken place because of the several forces like level of education, urbanization, feeling of autonomy, and international impact due to new information sources. These changes affect the behaviour of people in the organization.

d) Political and legal changes : changes in governmental ~~changes~~ and other laws and taxation may affect an organization too.

Internal forces :

a) Conflict : workplace conflict can lead to - reduced productivity, poor service to clients and increased absenteeism, as well as litigation based on claims of harassment or a hostile work environment, according to the American Psychological Association (APA).

b) Demographic Factors : Organizations prefer persons that belong to good socio-economic background, well educated, young etc as they are believed to be performing better than the others. The young and dynamic professionals that have good academic background and effective communication skills are always in great demand for top - management positions.

c) Abilities and skills : The physical ability and capacity of an individual can be termed as personal ability. Skill can be defined as the ability to act in a way that allows a person to perform well. A person can perform well in an organization if his abilities and skills are matched with the job requirement.