

# **MANAGEMENT PRINCIPLES AND ORGANISATIONAL BEHAVIOUR**

## **Chapter-1**

### **Introduction to Management**

- Understand the nature of management
- Understand the role of managers
- Functions of management
- Effective Versus Successful Managerial Activities
- The main objective of Organizational Behaviour is to understand the human interactions in an organization.
- Organization behaviour's objective is to setup an organizational culture, hiring best people and creating meaningful connections among them, resolving the conflicts, developing the qualities of the employees, and establish firm and clear leadership chain.

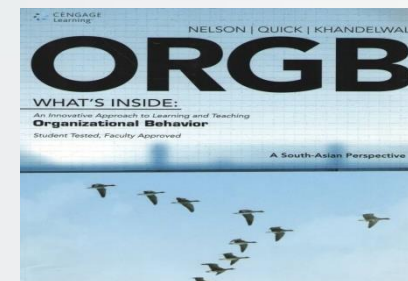
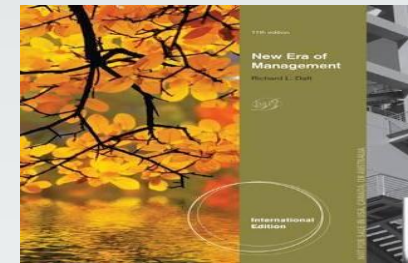
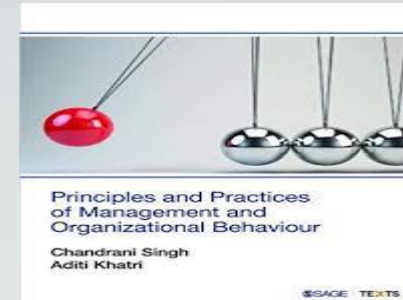
## Course Objective

# Why to learn MPOB

- Provide Useful Insight
- Optimum Utilisation of Resources
- Scientific Decisions
- Meeting Changing Environmental Requirement
- Manage self decision
- Why attitude and perception matters
- Advantage of group and team
- How motivation helps to achieve ones goal
- Help to understand culture and managing self in changing culture
- How to manage stress and conflict

# Books and References

- Principles and practices of management and organizational behaviour by Chandrani Singh and Aditi Khatri
- New era of management by Richard.
- Organizational Behavior by Debra L Nelson, James Campbell Quick, Preetam Khandelwal





# What is Management

*“Management is the art of getting things done through and with people in formally organised groups.”*

By- Harold Koontz

*“Management is the art of getting things done through people”*

By- Mary Parker Follet

*“Management is a multi-purpose organ that manages business and manages managers and manages workers and work.”*

By- Peter Drucker

*“To manage is to forecast and to plan, to organize, to command, to co-ordinate and to control.”*

By- Henri Fayol

# Nature of Management

- ➡ Management as a Process
- ➡ Management as an Activity
- ➡ Management as an Art or Science
- ➡ Management as a group
- ➡ Management as a Discipline
- ➡ Management as a Resource
- ➡ Management Orient towards Organizational Goal
- ➡ Management is a Universal Process

# Objective of the Management

- Organizational Objectives
  - Profit Maximization
  - Growth and Expansion
  - Goodwill of Customer
- Personal Objectives
  - Job Security
  - Healthy working condition
  - Fair Remuneration
  - Growth opportunity
- Social Objectives
  - Quality goods and services to the customer
  - Tax payment timely
  - Honest with customer, supplier and vendor
  - Conservation of natural resources (CSR)



# Importance of Management

- Optimum Utilization of Resources
- Achievement of Group Goals
- Cost Reduction
- Growth and Survival



# Difference Between Administration and Management

S.No.	Points	Administration	Management
1	Definition	Administration as a function is concerned with the policy, the coordination of finance, production and distribution, the settlement of the structure of the organization.	Management is concerned with the execution of the policy, within the limits setup by administration and the employment of the organization for the particular objects before it.
2	Nature	Determinative or thinking function	Executive Function
3	Type of work	Concerned with policy and procedures	Concerned with implementation of policies
4	Level	Top-level function	Mostly middle and lower level function

S.No	Points	Administration	Management
5	Decision –Making	Decision making is influenced by external force (public opinion, government and so on)	Decision making is influenced by organizational policies and procedure
6	Functions	Administrative function include planning and controlling	Directing and controlling are main function
7	Skills	Human and conceptual skills	Human and technical skill
8	Process	Administration decides is what is to be done and when it is to be done	Management decides on who should do it and how he/she do it.

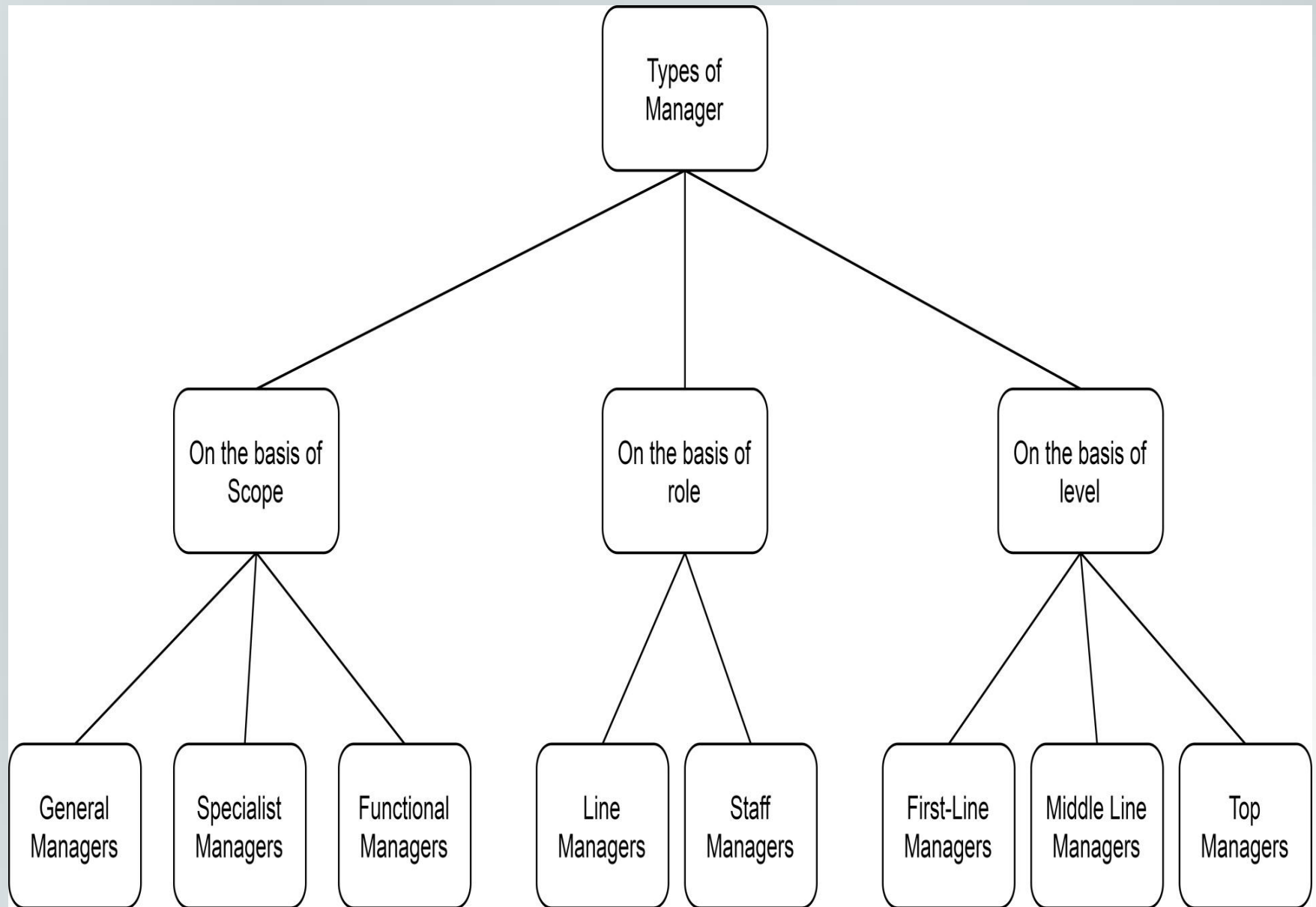
# Function of Management



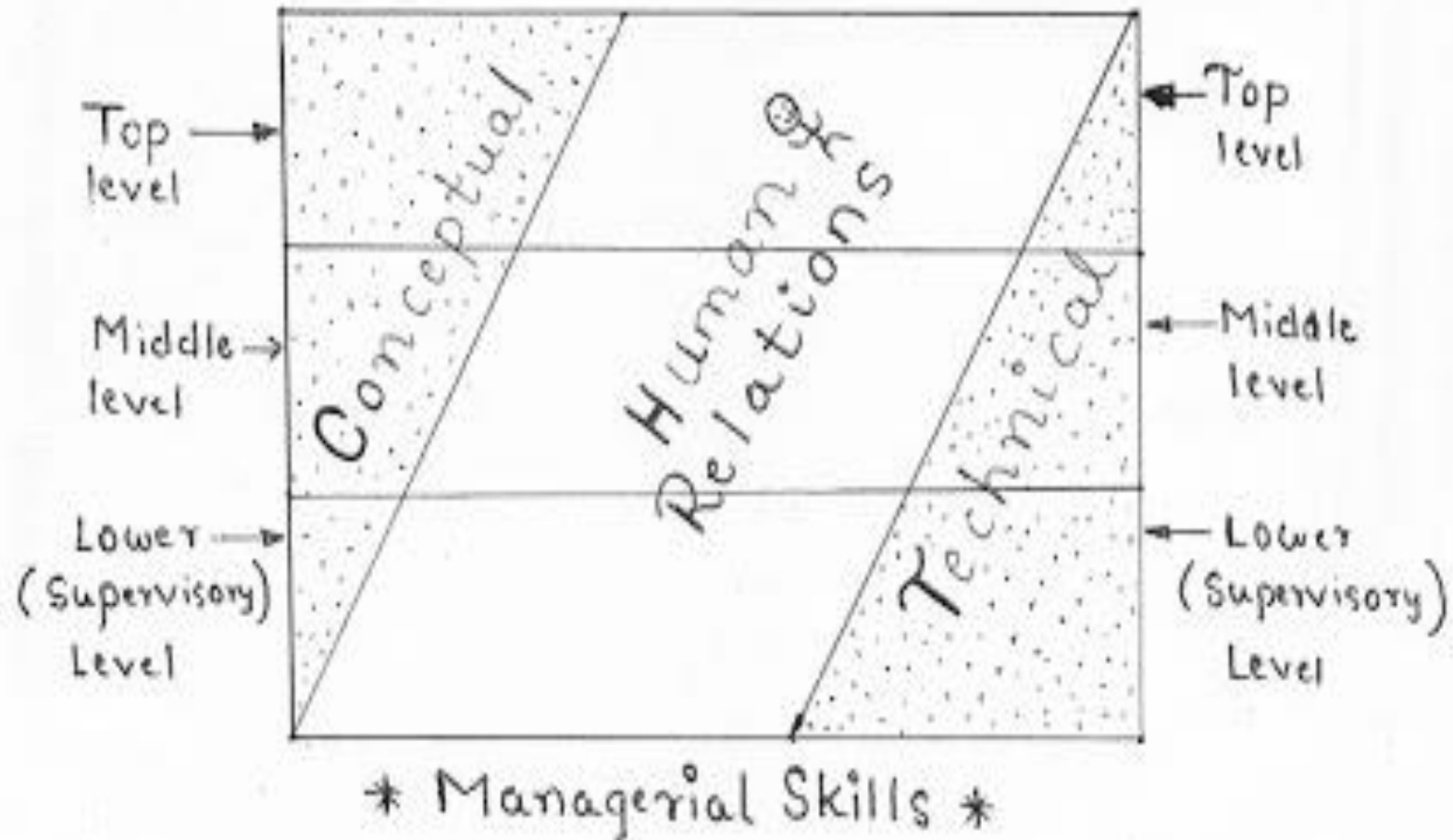
# Functional Area/Scope of Management

- Financial Management
- Marketing Management
- Personnel Management
- Production Management

# Types of Managers



# Technical, conceptual and social skills of Managers and Level of Manager



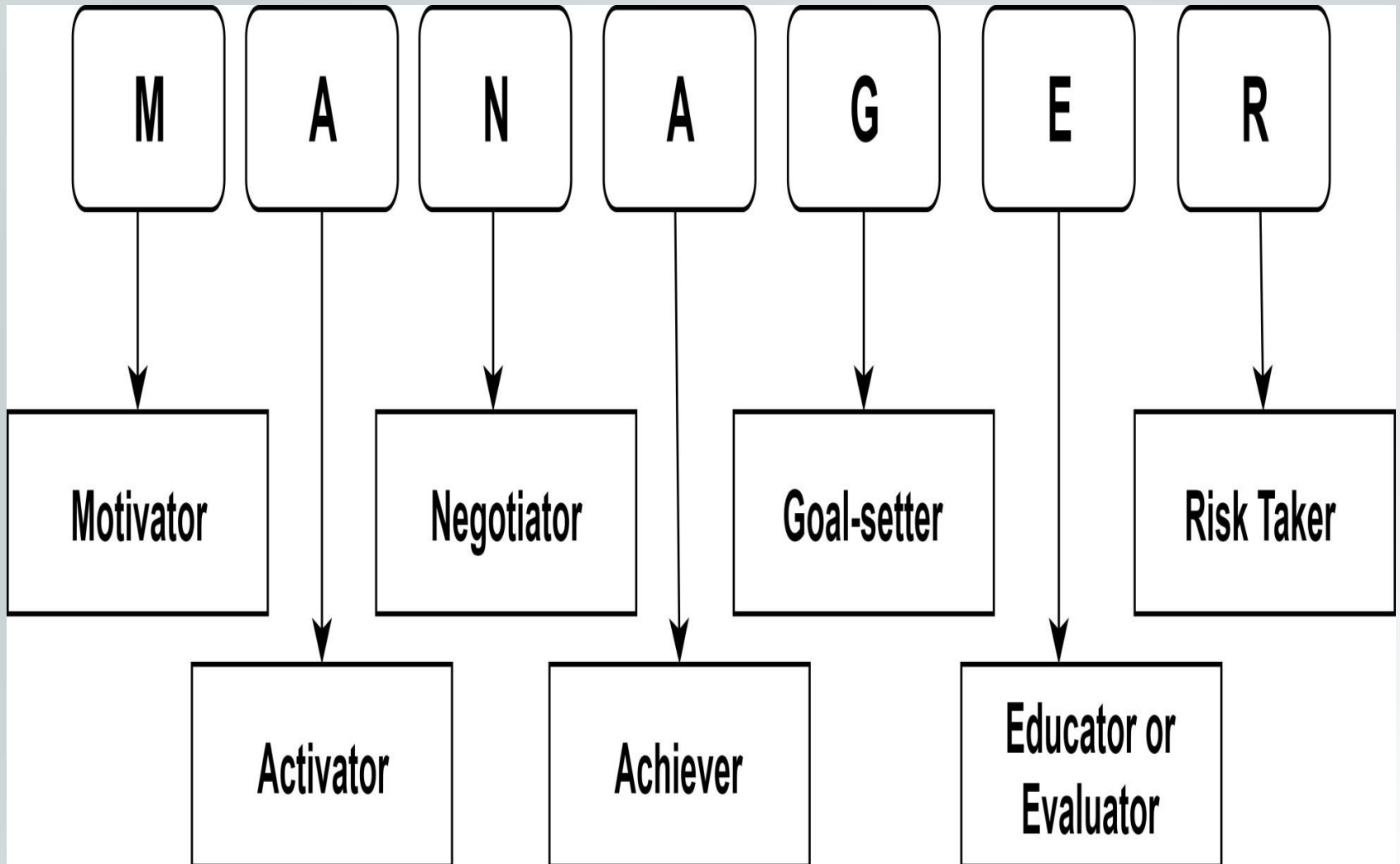


# Major Functions Across Levels of Management

Major Functions	Levels	Designations/Position
<ul style="list-style-type: none"><li>• Set Objectives</li><li>• Scan environment</li><li>• Plan and make decisions</li></ul>	Top Level	<ul style="list-style-type: none"><li>• Board of Directors</li><li>• CEO, CFO, CTO</li><li>• President</li><li>• Vice-President</li></ul>
<ul style="list-style-type: none"><li>• Develop and implement activities</li><li>• Supervise first-line managers</li><li>• Report to top management</li><li>• Allocate resources</li></ul>	Middle Level	<ul style="list-style-type: none"><li>• Functional Manager</li><li>• Deputy Manager</li><li>• Assistant Manager</li></ul>
<ul style="list-style-type: none"><li>• Carry out routine work</li><li>• Supervise employees</li><li>• Coordinate activities of line managers</li></ul>	Lower Level	<ul style="list-style-type: none"><li>• Foreman</li><li>• Supervisor</li></ul>



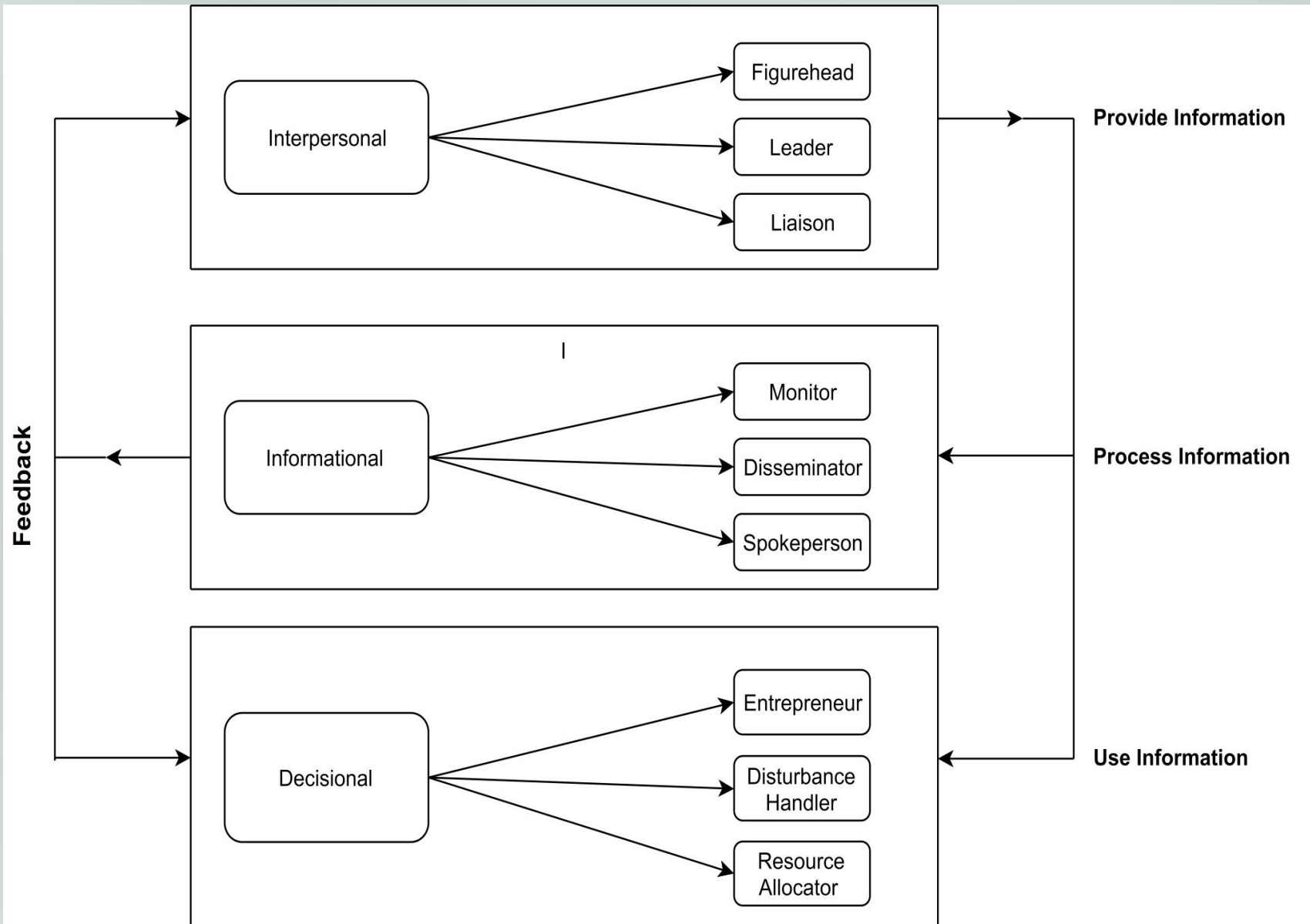




# Managerial Competencies

- i) Effective Communication
- ii) Conflict Management and Resolution
- iii) Implementing strong Feedback Mechanism
- iv) Aligning organizational Goal to Performance oriented Goal
- v) Remark of organizational structure for employee Retention
- vi) Focus on employees' Growth
- vii) Strategic planning and decision making
- viii) Focus on relationship building and Diversifying

# Roles of a Manager



<b>Roles</b>	<b>Description</b>	<b>Identifiable Activities</b>
<b>A. Interpersonal</b>		
1. Figure head	Symbolic head ; obliged to perform a number of routine duties of a legal or social nature.	Greeting visitors. signing legal documents.
2. Leader	Responsible for the motivation and activation of subordinates ; responsible for staffing, training, and associated duties.	Performing all activities relating to subordinates.
3. Liaison	Maintains self-developed network of outside contracts and informers who provide favour and information.	Handling mail. keeping contacts with outsiders.
<b>B. Informational</b>		
1. Monitor	Seeks and receives wide variety of special information (much of it current) to develop a thorough understanding of the organisation and environment ; emerges as nerve centre of internal and external information about the organisation.	Reading various reports and receiving information. acts as a centre of information.
2. Disseminator	Transmits information received from outsiders or from subordinates to members of the organisation ; some information factual, some involving interpretation and integration.	Providing information where needed. holding informational meetings.
3. Spokes person	Transmits information to outsiders on the organisation's plans, policies, actions and results ; serves as expert on the organisation's industry.	Provide business information to outsiders ; holding Board meeting.
<b>C. Decisional</b>		
1. Entrepreneur	Searches the organisation and its environment for opportunities and initiates "improvement projects" to bring about change ; supervises design of certain projects as well.	Holding strategy and review sessions to develop new programmes.
2. Disturbance Handler	Responsible for corrective action when the organisation faces important, unexpected disturbances.	Handling disturbances and reviewing emerging situations.
3. Resource Allocator	Responsible for the allocation of organisational resources of all kinds--in effect the making or approving of all significant organisational decisions.	Allocating various resources and approving organisational programmes for subordinates.
4. Negotiator	Responsible for representing the organisation at major negotiations.	Participating in negotiations on behalf of organisation.



# Difference between Managers and Leaders

BASIS FOR COMPARISON	LEADER	MANAGER
Meaning	A leader is a person who influences his subordinates to achieve a specified goal.	A manager is a person who manages the organisation and is responsible for planning, direction, coordination and control
Approach	Sets Direction	Plans details
Attribute	Foresightedness	Mind
Subordinate	Followers	Employees
Style	Transformational	Transactional
Decision	Facilitates decision	Makes decision

Aim	Growth and development.	Attainment of the required result.
Focus	People	Process and Procedure
Risk	Leader minimizes risks.	Manager takes risks.
Change	Leaders promotes change.	Managers react to change.
Conflict	Uses conflict as an asset	Avoid conflict
People	Aligns people	Organizes people
Strives	For effectiveness	For efficiency

1. Management is

- a) On-going Process
- b) Social Process
- c) Integrated Process
- d) All of the above

2. Which objective of management takes care of conservation of environment and natural resources?

- a) Organizational Objective
- b) Personal Objective
- c) Social Objective
- d) None of the above

3. In what order do managers typically perform the managerial functions?

- a) organising, planning, controlling, leading
- b) organising, leading, planning, controlling
- c) planning, organising, leading, controlling
- d) planning, organising, controlling, leading



4. What are the three interpersonal roles of managers?

- a) Figurehead, leader and liaison
- b) Spokesperson, leader, coordinator
- c) Director, coordinator, disseminator
- d) Communicator, organiser, spokesperson

5. Which one is not a recognised key skill of management?

- a) Conceptual skills
- b) Human skills
- c) Technical skills
- d) Writing skills

6. Management is the combination of

- (A) Arts, Science and Mathematics
- (B) Arts, Science and profession
- (C) Arts, Social science and profession
- (D) Arts, Science and commerce

7. At which levels of the organization does management exist?

- (A) Top level
- (B) Middle level
- (C) Low level
- (D) All of the above

8. Planning, organizing and controlling demand effective  
\_\_\_\_\_ at all stages if they are to be successful.

- (A) Execution
- (B) Decision making
- (C) Control
- (D) All of the above

**THANK YOU, ANY QUERY ??**

