**Draft 2 and 3.**

**Fundamentals of Management**

**Group No: 1**

**Organization Name:**

Integrated Business Solution

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**1) Social responsibility:-**

Social responsibility is having a sense of duty to society and everything that is a part of it. In other words, “social responsibility” means managers are accountable to society at large, not just their shareholders. Social responsibility is an important aspect of capitalism at large. Individuals and consumers place trust in businesses to “do the right thing”, and take a leadership role in making the world a better place. A world with more socially-responsible managers also leads to fewer government regulations, since regulations are almost always introduced as a reaction to businesses profiting at the loss of society around them.

**Implementer’s Social responsibility:**

In IBS (Integrated Business Solution) Managers taking care of social responsibilities.

Upper managements such as the chief executive officers (**CEO**), the chief financial officer (**CFO**), the chief operating officer (**COO**), the chief technology officer (**CTO**), the chief marketing officer (**CMO**), the sales managers. Others are charged with being the role models, supporters, the enforcers, the implementers and the delegators of social responsibility.

Social responsibility usually comes from the top, with the highest-level managers encouraging their subordinates to act with social responsibility. This is usually done through the company’s mission and vision statements, implementations of internal controls, and specific goals laid out in the business plan.

**2) Ethics:-**

The rules and principles that define right and wrong conduct.

****‘Management Ethics’ is related to social responsiveness of a firm. It is “the discipline dealing with what is good and bad, or right and wrong, or with moral duty and obligation. It is a standard of behavior that guides individual managers in their works”.

**Factors affecting Ethics of Employs:-**

**Individual character:-**

It includes Knowledge level, moral values, attitude and personal goals.

**Social factor:-**

Cultural norms, actions and values of coworkers and significant others.

**Opportunity factor:-**

**It to the amount of leeway that exists in an organization for employees to behave unethically if they so choose.**

In IBS (Integrated Business Solution) everyone is treated equally and they are trained in a way that they co-operate with their colleague while working and everyone should have only one goal while working and that is the growth of our organization.

**Ethical Leadership:-**

In IBS from manager to employ everyone is sincere toward his work. Managers are always being honest toward their employees and customers. They don’t lie to them in order to get more sales. They take care of costumers more than their profit. They always admit their mistake whenever there is any.

**Decision Making:-**

Decision making refers to making choices among alternative courses of action—which may also include inaction.

Decisions are taken by managers. Decision are the ideas or plans which are done to take organization to next level or to sort out the issue in an organization depending upon the situation.

When IBS formed the profit was not up to the mark so the manager. So the manager Muhammad Miner made decisions to put their organization at extreme. The courage and hard work are still under process. But till now IBS has become way better and also well-known organization in Islamabad.

**Decision Making Process:-**

In IBS decisions are taken by manager. In Every two weeks or three a meeting is arranged by manager in which all the employs, front manager, middle manager gather and they give the report to top manager. Then they discuss the changers they want to make in the sales, products or any other thing. Alternative decisions are made and whichever decision is the best among all is applied. Manager then analyses whether the decision which we made is workings as they thought. If yes then they continue with the decision if not then they apply the next alternative.

**Organizational Planning:-**

**Organizational planning is the process of defining a company’s reason for existing, setting goals aimed at realizing full potential, and creating increasingly discrete tasks to meet those goals.**

There are four phases of a proper organizational plan: strategic, tactical, operational, and contingency. Each phase of planning is a subset of the prior, with strategic planning being the foremost.

In IBS all the phases of planning are followed.

**Strategic plan** is the IBS’s big picture. It defines the goals for a set period of time, whether that’s one year or ten, and ensures that those goals align with the company’s mission, vision, and values. It usually involves top managers, although sometimes they choose to bring all of their employees along when defining their mission, vision, and values.

**Tactical plan** is composed of several short-term goals, typically carried out within one year, that support the strategic plan. Generally, it’s the responsibility of middle managers to set and oversee tactical strategies, like planning and executing a marketing campaign.

While doing **Operational plan** IBSencompass what needs to happen continually, on a day-to-day basis, in order to execute tactical plans. Operational plans could include work schedules, policies, rules, or regulations that set standards for employees, as well as specific task assignments that relate to goals within the tactical strategy, such as a protocol for documenting and addressing work absences.

**Contingency** plans wait in the wings in case of a crisis or unforeseen event. While doing Contingency plans IBS cover a range of possible scenarios and appropriate responses for issues varying from personnel planning to advanced preparation for outside occurrences that could negatively impact the business.

**Goals:-**

A goal is an idea of the future or desired result that a person or a group of people envision, plan and commit to achieve.

Goal of IBS is to be the no.1 IT organization in Pakistan and helping people to ease their work by gaining the facilities IBS provides which directly lead toward the development of our country.



**Traditional Goal Setting:-**

In Traditional goal setting everyone has their own goal. Goals are subdivided among the managers and employees and no particular goal is followed which indirectly leads to the failure of company.

**Management by objective:-**

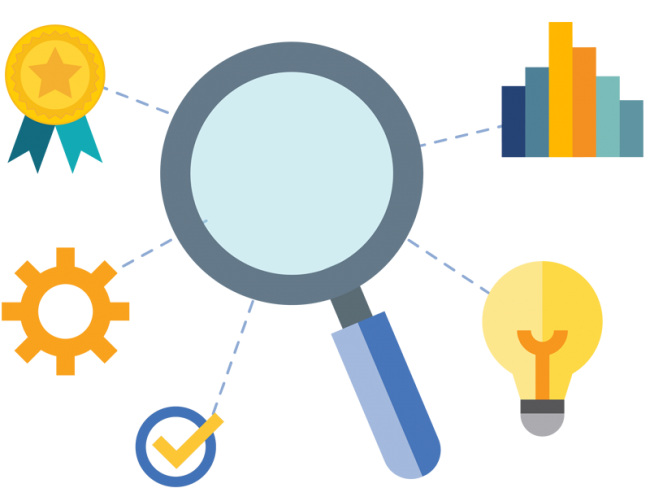
In this type of goal setting the goal is jointly determined by employees and managers. Every one focus on one goal and try their best to achieve it.

In IBS Management by objective is followed. In every 2 weeks or three a meeting is held where everyone give their suggestion to make the company better and specific goals are set everyone work on it.

**Strategic Management:-**

The decision and performance that determine long-run performance of an organization is called Strategic Management.

In IBS the manager plan different goals and check the benefits of these goals, the strength and weakness of goals whether it’ll help the organization or not. After analyzing they held up a meeting where the managers tell everyone that decisions they made and how to implement it. After that time by time they review the result.

**Environmental Scanning:-**

While doing planning or decision manager review the comment of costumes where is the company lacking at? Manager also take information from employees, other competitors, from internet to make their product more effective and while launching new products environment scanning plays important role. After the information gathered manager predict the outcomes based on the information.

**Human Resource management process:-**

In IBS manager analyses the employees whoever is workings effectively stays and whoever is not workings discharged by the manager. Every year they advertise for job. Whoever is eligible apply for job? Among there competitor they select few of them who are actually eligible for this job according to their requirement. Then the manager held a meeting with them tell them the goal of the company and ask the workers to train them. They teach them the rules and regulations of the company and what information is necessary for the work they teach them skills and how to apply them.

**Organizational Structure:-**

An organizational structure is a system that outlines how certain activities are directed in order to achieve the goals of an organization. These activities can include rules, roles, and responsibilities.

In IBS chain of command is followed. Employees are answered by front line manager. Front line manager is answered by middle manager and middle manager is answerable to top manager. The chain of command not only establishes accountability, it lays out a company's lines of authority and decision-making power.



IBS is highly Centralized and Mechanistic organization because this organization required highly specialized peoples of different departments. The organization is related to technology so whoever is specialized in technology can only do job in this organization.

**Organizational Design:-**

Organizational design is a step-by-step methodology which identifies dysfunctional aspects of work flow, procedures, structures and systems, realigns them to fit current business realities/goals and then develops plans to implement the new changes.

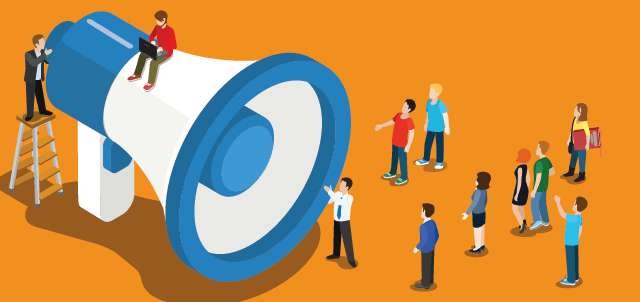
In IBS the work is divided among the employee according to their skills. Whoever are best in programming are given projects. When one project is completed other is given and whoever is expert in installation are given projects and vice versa.

**Motivation:-**

**** The process in which person’s effort are energized, directed and sustained toward attaining a goal.

Motivation actually describes the level of desire employees feel to perform, regardless of the level of happiness. Employees who are adequately motivated to perform will be more productive, more engaged and feel more invested in their work. When employees feel these things, it helps them, and thereby their managers, be more successful. The employees in ISB are motivated and happily do their job. Manager Motivate and appreciate their work. Managers value the employees work and whoever is working good is rewarded by bonus. Everyone in the organization is fairly treated there is no miss use of the authority in organization. Everyone is treated with respect and they’re having a nice environment so that everyone should feel comfortable while working.

**Communication:-**

Communication **refers to the process by which information is exchanged between two or more people.** Each of the management roles—planning, organizing, leading, and controlling—depends on effective communication. Managers must be able to receive accurate information to determine plans, and they must be able to send accurate information for the plans to be implemented. When information is accurately sent and received, everyone in an organization can be informed.

Communication is most important factor in an organization which combine every single person in an organization to one another. It also help in making the employees comfortable while listing to their problems.

In IBS mails are given to every employee and a channel is created to communicate with other employees and manager so if there is any problem related to work it is easily solved without any delay. Taking care of the costumers is the foremost duty of the organization. Costumer can also contact with the workers whenever they felt any problem and they can also directly contact with the manager.