

31/8/2020

MG8591/Principles of
Management
Internal Assessment - I

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Part - A

1.) Management:-

→ Management is a process of giving direction and Controlling the various activities of the people to achieve the objectives of an organization.

→ Management means decision making.

→ Management is the process of planning, organizing, staffing, directing and controlling to accomplish organizational objectives through the co-ordinated use of human and material resources.

2.) Management is both - A Science and an art:-

→ Management can be considered as both Science as well as art.

→ Management is Science because of several reasons like - it has universally accepted principles, it has cause and effect relationships etc, and at the same time it is art because it requires perfection through practice, practical knowledge, Creativity, personal skills etc..

4.) Factors Affecting Business Environment:-

1.) Demographic Factors

2.) Economic Factors

3.) Political and legal factors.

4.) Geographical and Ecological (or) natural factors.

5.) Social and Cultural factors

6.) Physical and Technological factors.

5.)

Scalar chain:

The instruction and orders should be sent from the top management to the lower management.

Esprit de Corps:

Esprit de Corps means the common spirit existing in the members of a group and inspiring enthusiasm, devotion, and strong regard for the honour of the group.

3.)

Yes, the system approach focuses on understanding as an open system that transforms inputs into outputs. It also focuses on the organization as a whole, its interaction with the environment and its need to achieve equilibrium.

Part - B

6.)
i.)

The 14 principles of Management by Henry Fayol

- 1.) Division of work.
- 2.) Authority and Responsible.
- 3.) Discipline.
- 4.) Unity of Command.
- 5.) Unity of Direction.
- 6.) Subordination of individual interest to general interest.
- 7.) Remuneration of personnel.
- 8.) Centralization.
- 9.) Scalar chain.
- 10.) Order.
- 11.) Equity.
- 12.) Stability of Tenure of personnel.
- 13.) Initiative.
- 14.) Esprit-de-Corps.

ii.)

Contingency Approach:

- There cannot be a particular management action which will be suitable for all situations.
- The only action is designed on the basis of External Environment, internal states and needs.
- This Contingency Approach enables management to change employee roles to meet individual needs.
- Realistic model of business management.

Disadvantages of Contingency Approach

- Inadequate literature
- Complex
- Difficult empirical testing.
- Reactive not proactive.

9.) Issues of organizational Culture in modern Business organizations

→ The Modern Business organizations are facing a lot of issues in organizational culture and some of them are.

- Creating an ethical culture
- Creating an innovation culture.
- Creating a Customer-responsive culture
- Spirituality and organizational culture

i.) Creating an Ethical Culture :

- visible Role Model
- Communicate Ethical Expectations
- provide ethics training
- visibly reward ethical acts
- Punish unethical one.

These are above practices for having an ethical culture.

ii) Creating an innovation culture

- Challenge and involvement
- Freedom
- Trust and openness
- Idea time
- playfulness/Humour
- Conflict Resolution
- Debates
- Risk taking

iii) Creating a Customer - Responsive culture

- Type of Employees - Customer service friendly and attentive.
- Type of Environment - Satisfy Customer
- Empowerment - Service oriented Employees
- Role Clarity - Reduce uncertainty.

iv) Spirituality and organizational culture

- Strong sense of purpose.
- Focus on individual development.
- Trust and openness
- Employee Empowerment.
- Toleration of Employee Expression.

10.)

i.)

Qualities of A ~~has~~ as a Manager:

- 1.) Physical quality.
- 2.) Mental quality.
- 3.) Moral Education.
- 4.) Special Knowledge.
- 5.) Experience.
- 6.) leading From the Front.
- 7.) Being Flexible Boss and Setting up an Example for employees.
- 8.) Observation and Analytical Skills.

ii.)

Roles played by Managers According to Mintzberg

1.) Interpersonal Roles

→ figure head, leader, Liaison.

2.) Informational roles

→ monitor, disseminator, Spokesperson.

3.) Decisional roles

→ Disturbance handler, resource allocator, negotiator.

4.) Interaction with others and organization.

5.) Thoughtful thinking

6.) Action → practical doing.

A played the roles like

1.) Interpersonal Role

→ Being a figurehead and leading from front

2.) Deisisional role;

→ He allocated the works/resources and negotiated well.

3.) He was good at thoughtful thinking and at actions.

iii.) ~~iii.)~~ I think "Mr. A" was a mixture of both successful and unsuccessful.

→ He belongs to the category ~~where~~ of first-level managers

→ He did the majority of work and never explained things to his employees.

→ Since he was ~~not~~ not informative he did not have successor who was ready to take over.

→ He would have been a good manager if he organized things well among the employees and sharing his knowledge with them

→ He would have recieved fruitful benefits from the organization only when he was leading but after him there were nobody who could take the responsibility.