

1) Motivational techniques and job satisfaction

Motivation

Motivation is a class of drives, needs, wishes and similar forces. Human motives are internalized goals within individuals. Motivation may be defined as those forces that cause people to behave in certain ways.

Types of motivation Techniques.

If a manager wants to get work done by his employees, he may either hold out a promise of a reward or he/she may install fear. Both these types are widely used by managements.

a) positive Motivation.

This type of motivation is generally based on reward. A positive motivation involves the possibility of increased motive satisfaction. positive motivation is a process of attempting to influence others to do your will through the possibility of gain or reward.

- * Positive motivation include.
- * Praise and credit for work done.
- * Wages and Salaries.
- * Appreciation.
- * Delegation of authority and responsibility.

b) Negative Motivation.

This type of motivation is based on force and fear. Fear causes persons to act in certain way because they fear the consequences.

Negative motivation involves the possibility of decrease in motive satisfaction. It is a "push" mechanism.

* The imposition of punishment frequently results in frustration among those punished, leading to the development of maladaptive behaviour.

* It also creates a hostile state of mind and an unfavourable attitude to the job.

* There is no management which has not used the negative motivation at some time or the other.

Satisfaction.

Job satisfaction is the terminology used to describe whether employees are happy and contented and fulfilling their desires and needs at work. Many measures that employee satisfaction is a factor in employee motivation, employee goal achievement, and positive employee morale in the workplace.

* management.

* understanding of mission and vision.

* empowerment.

* teamwork.

* communication.

* coworker interaction.

The facets of employee satisfaction measured vary from company to company.

A second method used to measure satisfaction is meeting with small groups of employees and asking the same questions.

2) process of communication

Communication

Communication is the exchange of message between people for the purpose of achieving common meanings.

Definition:

Communication is an intercourse by words, letter symbols or messages, and is a way that the organization members share meaning and understanding with another.

Communication process

Communication is important in building and sustaining human relationships at work. Communication can be thought of as a process or flow. Before communication can take place, a purpose, expressed as a message to be conveyed is needed. It passes between the sender and the receiver.

This model is made up of seven parts:

- (1) Source (2) Encoding (3) Message (4) Channel (5) Decoding
- (6) Receiver and (7) Feedback.

a) Source

The source initiates a message. This is the origin of the communication and can be an individual, group or inanimate object.

b) Encoding

Once the source has decided what message to communicate, the content of the message must be put in a form, the receiver can understand. Skill, Attitude & Knowledge are three necessary conditions for successful encoding the message.

c) The Message

Message is the actual physical product from the source encoding. The message contains the thoughts and feelings that the communicator intends to evoke in the receiver.

d) The Channel

The actual means by which the message is transmitted to the receiver is called the channel. The channel is the medium through which the message travels. The channel is the observable carrier of message communication.

f) Decoding

Decoding means interpreting what the message means. The extent to which the decoding by the receiver depends heavily on the individual characteristics of the sender and receiver.

g) The Receiver

The receiver is the object to whom the message is directed. Receiving the message means one or more of the receiver's senses register the message.

h) Feedback

The final link in the communication process is a feedback loop. Feedback is what the communication has travelled.

3) Effective Communication C, IT.

Guidelines for effective Communication

- * Senders of message must clarify in their minds what they want to communicate.
- * Encoding & decoding be done with symbols that are familiar to the Sender and the receiver of the message.
- * For planning of the communication, other people should be consulted and encouraged to participate.
- * It is important to consider the needs of the receivers of the information.
- * In communication, tone of voice, the choice of language, and the congruency between what is said and how it is said influence the reactions of the receiver of the message.

Barriers to effective Communication:

Barriers to communication are factors that block or significantly distort successful communication. Effective managerial communication skills helps overcome some, but not all, barriers to communication in organizations.

1) Perceptual and Language Differences:

Perception is generally how each individual interprets the world around him. All generally want to receive messages which are significant to them.

For example: A person is on leave for a month due to personal reasons.

2) Information Overload

Managers are surrounded with a pool of information. It is essential to control this information flow else the following is likely to be misinterpreted or forgotten or overlooked.

3) Inattention.

At times we just not listen, but only hear. For example a traveller may pay attention to it. Similarly if a superior is engrossed in his paper work and his subordinates

4) Time Pressures.

Often in organization the targets have to be achieved within a specified time period, the failure of which has adverse consequences.

5) Distraction/Noise.

Communication is also affected a lot by noise to distractions. physical distractions are also there such as, poor lightning, uncomfortable sitting, unhygienic room also affects communication in a meeting.

6) Emotions

Emotional state at a particular point of time also affects communication. If the receiver feels that communicator is angry he interprets that the information being sent is very bad.

4) System and process of controlling.

Controlling

Control is the process through which managers assure that actual activities conform to planned activities.

Nature & purpose of Control.

- * Control is an essential function of management.
- * Control is an ongoing process.
- * Control is forward - working because past cannot be controlled.
- * Control involves measurement.
- * The essence of control is action.
- * Control is an integrated system.

Control process.

a) The Establishment of Standards.

* Plans are the yardsticks against which controls must be revised; it follows logically that the first step in the control process would be to accomplish plans.

* Plans can be considered as the criterion or the standard against which we compare the actual performance in order to.

Examples

- * profitability standards: In general, these standards indicate how much the company would like to make.

as profit over a given time period - that is, its return on investment.

- * product leadership standards: These indicate what must be done to attain such a position.

- * Social responsibility standards: Such as making contribution to the society.

b) Measurement of performance.

The measurement of performance against standards should be on forward looking basis so that deviations may be detected in advance by appropriate actions. The degree of difficulty in measuring various types of organizational performance, of course, is determined primarily by what is being measured.

c) Comparing Measured performance to stated standards.

A standard is the level of activity established to serve as a model for evaluating organizational performance.

d) Taking Corrective Actions.

Before taking any corrective action, however, managers should make sure that the standards they are using were properly established and that their measurements of organization performance are valid and reliable.

5) Productivity problems and management

Productivity

- * Productivity refers to the ratio between the output from production process to its input.
- * Productivity may be conceived of as a measure of the technical or engineering efficiency of production.
- * As such quantitative measure of input, and sometimes output, are emphasized.

Typical productivity calculations.

Measures of size and resources may be combined in many different ways. The three common approaches to defining productivity based on the model physical, functional and economic productivity.

a) physical Productivity.

* This is a ratio of the amount of product to the resources consumed.

* Product may be measured in lines of code, classes, screens, or any other unit of product.

* Typically, effort is measured in terms of staff hours, days (or) months.

* eg:- memory utilization as a function of lines of code.

b) Functional productivity

* This is a ratio of the amount of the functionality delivered to the resources consumed.

* Functionality may be measured in terms of use cases, requirements, features, or function points.

* Effort is measured in terms of staff hours, days or months.

c) Economic productivity

* This is a ratio of the value of the product produced to the cost of the resources used to produce it.

* Economic productivity helps to evaluate the economic efficiency of an organization.

* Understanding economic productivity is essential to making good decisions about outsourcing and subcontracting.

* The basic calculation of economic productivity is essential to making good decisions about outsourcing and subcontracting.

$$\text{Economic productivity} = \text{Value} / \text{Cost}$$