

26- Reliability

Reliability is a measure of consistency of any device with which the device does not vary its performance ^{but} ~~and~~ results with respect to time, place or subjects.

Validity:

Validity is the extent to which a concept, conclusion or ~~result~~ measurement corresponds accurately to the real world.

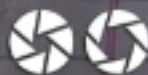
27- Types of Plans:

- i- Operational plans.
- ii- Strategical plans
- iii- Tactical plans
- iv- Contingency plans.

28- Delegation:

Delegation is a group of people who have been tasked with a specific job or given a specific person; or the act of assigning a specific task or purpose to a person or a group of people.

e.g., a group of Samsung Mobiles represent the Samsung Mobiles company. This is Delegation.
in media or union talks.



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1- Total Quality Management:

Total Quality Management consists of the efforts to plan and simplify the continuous improvements to provide better and on demand products to customers.

2- Different steps of Decision Making:

- i- Identifying the problem.
- ii- Identifying decision criteria (resources)
- iii- Weigh the criteria
- iv- Develop alternative
- v- Analyze alternative
- vi- Select alternative
- vii- Implement alternative
- viii- Evaluate Decision Effectiveness

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3- Types of Selection Tools:

- i- Application forms
- ii- Written tests
- iii- Interviews
- iv- Performance Simulation Tests
- v- Background Investigations
- vi- Physical Examinations

4- Properties of Goals:

- | | |
|----------------|----------------|
| i- Challenging | ii- Attainable |
| iii- Specific | iv- Positive |
| | vi- Flexible |



16- Strategic Plans:

Strategic plans are the plans that are applied in the entire organization and establish the goals of the organization. These plans set out the priorities and control mechanics of the organization.

17- Competitive Advantages:

Competitive advantages refer to factors that allow a company to produce better and cheaper products, thus sets the organization apart from others, or distinguishes the organization from others.

18- Centralization:

Centralisation is a process by which the activities of an organisation become concentrated within a particular level (usually upper) in the organisation.

19- Span of Control:

Span of Control or Span of Management is the number of employees a manager can effectively and efficiently manage.

20- Management By Objectives:

MBO is a process of setting mutually agreed-upon objectives within an organisation and using these goals to evaluate the performances of



good

21- Group:

A group consists of two or more interacting, co-operating, and ^{independent} individuals who work together to achieve specific goals.

22- Controlling:

Controlling is one of the management functions in which a manager monitors, compares and corrects the performances of employees by keeping the planning in sight/view.

23- Conceptual Skills:

Conceptual skill is a skill of top level managers that helps them to think and conceptualize about abstract, complex and the future situations of planning.

24- Transformational Leadership:

Transformational leadership is a leadership way in which leaders encourage, inspire, and motivate employees to innovate and create change that will help them to achieve extraordinary outcomes.

25- Human Resource Management:

HRM is management of people within the organisation, that ensures the best places for workers according to their skills. It also involves hiring and firing of staff.



5- Strategies:

The plans for

- * how the organization will do its business
 - * how it will complete successfully
 - * how it will attract customers
 - * how it will satisfy customers
- in order to achieve its goals.

6- Organizational Culture:

The shared values, principles, traditions, and the ways of doing things that influence the way of organizational members' actions which distinguishes the organization from other organizations is known as Organizational Culture.

7- Recruitment:

Recruitment is a process of locating, identifying and attracting the capable applicants towards the organization.

Selection:

Selection is a process of choosing the best qualified applicants from the job applications submitted from applicants in the organization.



Name qualities of a good leader.
Following are important qualities of a

good

12- Manager:

A manager is a person who co-ordinates and oversees the work of other people, so that the organizational goals can be accomplished, efficiently and effectively.

13- Efficiency:

Efficiency is defined as doing right things, and right activities that will result in maximum output from minimum input.

Effectiveness:

Effectiveness is defined as doing right things, and right activities that will result in achieving goals of the organization.

14- Unity of Command:

Unity of Command is a management principle that members of an organizational structure should all be responsible to a single manager or commander.

15- Unstructured Problems:

A problem that is new or unusual for which no information occurs or information is ambiguous (unclear) or incomplete is Unstructural Problem.

Structured Problem:

A problem that is straightforward, familiar, and clearly defined is a Structured Problem.



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Vivo AI camera

8- Directional Plans:

Directional plans are flexible plans that set out the general guideline on which an organization settles on, actualizes/implements to develop business, increment benefits, and achieve objectives and goals.

10- Entrepreneurship:

Entrepreneurship is a process of designing, launching, and running a new business, generally in response to opportunity.

A person starts a business of computer sales and services in order to gain profit at a place where people need a sales and services person is example of Entrepreneurship.

11- Orientation:

Orientation is a process of giving important information to new employee about the organization and introduction of his/her to coworkers in the organization. It helps them to lead towards success of the organization.

Socialization:

A continuing process in which an individual learns and adapts the norms, values, behaviour, working position, and social skills appropriate to his/her position in the organization is called Socialization.



iv- Define Ethics.

Ethics is a term referred to as the behaviour of people, in general. Ethics is defined as the principles, values, and beliefs that define a person about the good and bad / wrong behaviours.

v- Define Orientation.

Orientation is generally directing or educating people. In an organisation, when an old employee explains or directs or introduces ~~him~~ about the job and the organisation. (a new employee)

vi- What is Globalization?

Globalisation refers to increasing global relationships of business. In this, the organisations enhance their business from one country to other for more profit and economy betterment.

vii- Define Communication.

Communication is a process of transferring and understanding particular information from one person or group to other person or group.

viii- What is meant by reliability?

Reliability is defined as the probability that a product, system, or service will perform its function adequately for specified period of time or environment.



xiii- Name qualities of a good leader.

Following are important qualities of a good leader:

- * integrity, * delegation, * communication,
- * self-awareness, * gratitude, * influence,
- * empathy, * courage, * respect.

xiv- Define work specialisation.

Work Specialisation is division of work activities into separate small jobs or tasks so that the actual goal can be easily achieved for the betterment of the organisation.

xv- What is Efficiency and Effectiveness?

Efficiency is doing the right things properly and getting the most outcome from the least income.

Effectiveness means doing the right things that help in achieving goals of the organisation, properly.

xvi- Define Motivation.

Motivation is a process in which a manager of the organisation makes efforts to energise, direct, and sustain the labour staff of the organisation towards the actual planning to achieve the goals of the organisation.



Management

Short Questions

Answers

I- Differentiate open and close systems.

A system that depends upon external factors or environment is called as an Open System, as an organisation that keeps close interaction with others. A system that does not interact with external factors is called as a close system, like stockpiling of raw materials.

II- Define Human Resource Planning.

Human Resource Planning is a function of Human Resource Management that ensures the tactics to provide the organisation with right number of right people in the right place at the right time.

III- Define Bureaucracy.

Bureaucracy refers to a form of organisation with complex and multilayered systems that characterise the division of labour, hierarchy, rules and regulations, and impersonal relationships.



ix. Differentiate real and stated goals.

The goals that explain the basic and secret goals or objectives of the organisation are Real Goals. These goals are not provided to other organisations.

The goals that are stated as documents and are general, and are provided to the other organisations are Stated Goals. These may not be actual goals.

x. Define Organisational Design.

The term organisational Design refers to creating or changing the structure of the organisation including team formation, shift patterns, lines of reporting, decision-making procedures, communication channels etc.

xi. Define Recruitment.

Recruitment is a process of locating, identifying, and attracting the capable persons from a provided list of the applicants for specific vacant vacancies present in the organisation.

xii. What is Span of Control.

Span of Control is defined as the number of employees a manager can efficiently and effectively manage to complete certain tasks of the organisation.

