

(20)
Define functions of communications

Ans:- The functions of communication in an organization are to inform, persuade and motivate. Informing provides data and information to employees so that they can make educated decisions. The last function of management is to motivate employees by appreciation, recognition and support.

(21)
Equity Theory:

The theory that an employee compares his or her job's input-outcomes ratio with that of relevant others and then corrects any inequity.

(22)
What is managing power?

Motivation:

efforts sustained is

Define

Ans: I phase by to

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Q23) What are the Human Skills of a manager?
Ans. The ability to do work well with other people individually and in a group are called the human skills of a manager.

Q24) Define Distributive Justice and Procedural Justice.
Ans. ~~Perceived~~ Distributive Justice =

Perceived fairness of the amount and allocation of rewards among individuals are called distributive justice.

Procedural Justice:

Perceived fairness of the process used to determine the distribution of rewards is called procedural justice.

(vi)
Virtual Organization:

An organization that consists of a small core of full time employees and outside specialists temporarily hired as needed to work on projects.

(vii)
Who is Manager?

Ans: Someone who coordinates and oversees the work of other people so that organizational goals can be accomplished.

(viii)
D/f b/w efficacy and effectiveness:

Ans: Efficiency

Doing things right, or getting the most output from the least amount of input.

Effectiveness:

Doing the things right, or completing activities so that organizational goals are attained.

(ix)
What is MBO?

Ans: MBO stands for Management by objectives. A process of setting mutually agreed upon goals and using those goals to evaluate employees performance.

(25)
What is omni-potent view of management?
Ans: The view that managers are directly responsible for an organization's success or failure is called omni-potent view of management.

(26)
Define Leadership?
Ans: A process of influencing a group to achieve goals is called leadership.

(27)
Define departmentalization?
Ans: The basis by which jobs are grouped together is called departmentalization.

(28)
What is Organizational Design?
Ans: The process of creating or changing an organization's structure is known as organizational design. It involves decisions about six key elements.

(xvii)

Motivation:

The process by which a person's efforts are energized, directed and sustained towards attaining a goal is called motivation.

(xviii)

Define TQM:

Ans. Total quality management (TQM) is a philosophy of management that is driven by continuous improvement and responsiveness to customer needs and expectations.

(xix)

Formalization:

Formalization refers to how standardized an organization's job are and the extent to which employee behaviour is guided by rules and procedures.

(xx)

Job Satisfaction:

The general behaviour of an employee towards his or her job is called job satisfaction.

(i)

Management Skills =

Robert L. Katz proposed that managers need three critical skills in managing: technical, human and conceptual. Whereas technical skills are job specific knowledge, human skills involves the ability to work ^{not} with other people and conceptual skills are the skills managers use to think and to ~~top~~ conceptualize about abstract and complex situations.

(ii)

Planning =

Management function that involves defining goals, establishing strategies for achieving those goals and developing goals/plans to integrate and coordinate activities.

(iii)

State types of Goals?

Ans:

- i = Strategic goals
- ii = Financial goals
- iii = Stated goals
- iv = Real goals

(iii)
External Environment:

Those factors and forces outside the organization that affects its performance is called external environment.

(iv)
Strategic Plans:

Plans that apply to the entire organization and establish the organization's overall goals is called strategic plans.

(v)
Organic Organization:

An organizational design that's highly adaptive and flexible is called organic organization.

Mechanistic organization:

An organizational design that's rigid and tightly controlled is called mechanistic organization.

(vi)
Span of Control:

The number of employees that a manager can efficiently and effectively manage span of control.

Virtual

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Who Ans: S.

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(iv)
Team Leadership

(v)
Define Bureaucracy:

Ans: A form of organization characterized by division of labor, a clearly defined hierarchy, detailed rules and regulations and impersonal relationship is called bureaucracy.

(vi)
Define Laissez-faire (Style of Leaders):

Ans: A leader who lets the group make decisions and complete the work in whatever way it sees fit is called Laissez-faire.

(vii)
Define Bounded Rationality:

Ans: Decision making that's rational, but limited by an individual's ability to process information.

Management

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managing
when
knowledge
to work
conceptual
use
about

Planning

defining
achieving
plans

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Ans:

(29)

What is the symbolic view of managers?

Ans. The views that much of an organization's success or failure is due to external forces outside the manager's control is called the symbolic view of manager.

(30)

Define scientific management?

Ans: An approach that involves using the scientific method to find the one best way for a job to be done is called scientific management.

(31)

Work Specialization:

The process of dividing the work activities into separate job tasks is called work specialization.