

Assignment No.# 1



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MANAGEMENT

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Management

Q1: Definition of management and four function of management .

Answer:

Management:

Management is a process of planning, decision making, organizing, leading, motivating and controlling the human resources, financial, physical, and information resources of an organization to reach its goals efficiently and effectively.

About Function:

Henri Fayol, a French businessman, first proposed in the early part of the twentieth century that all managers perform five functions: planning, organizing, commanding, coordinating, and controlling.

Functions of Management:

There are five functions of Management

1. Planning
2. Organizing
3. leading
4. Controlling

Planning:

Planning is the process used by managers to identify and select appropriate goals and courses of action for an organization. The planning function determines how effective and efficient the organization is and determines the strategy of the organization.

Organizing:

Managers are also responsible for arranging and structuring work to accomplish the organization's goals.

We call this function organizing. When managers organize, they determine what tasks are to be done, who is to do them, how the tasks are to be grouped, who reports to whom, and where decisions are to be made.

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Organizing is use full in dealing with a specific area like food committee, decoration committee, and packing committee etc.

Leading:

Every organization has people, and a manager's job is to work with and through people to accomplish goals. This is the leading function. When managers motivate subordinates, help resolve work group conflicts, influence individuals or teams as they work, select the most effective communication channel, or deal in any way with employee behavior issues, they're leading.

Controlling:

The final management function is controlling. After goals and plans are set (planning), tasks and structural arrangements put in place (organizing), and people hired, trained, and motivated (leading), there has to be some evaluation of whether things are going as planned. To ensure that goals are being met and that work is being done as it should be, managers must monitor and evaluate performance. Actual performance must be compared with the set goals. If those goals aren't being achieved, it's the manager's job to get work back on track. This process of monitoring, comparing, and correcting is the controlling function

Next work

Q.1 Define efficiency and effectiveness.

Answer:

Efficiency:

Efficiency refers to getting the most output from the least amount of inputs. Because managers deal with scarce inputs including resources such as people, money, and equipment they're concerned with the efficient use of those resources. It's often referred to as "doing things right" that is, not wasting resources.

Effectiveness:

Effectiveness is often described as "doing the right things" — that is, doing those work activities that will help the organization reach its goals.

Q:2 Define Organization environment.

Answer:

An organization environment is composed of forces or institution surrounding organization performance, operation and resources.

Q:3 Define risk and uncertainty.

Risk :

A far more common situation is one of risk, conditions in which the decision maker is able to estimate the likelihood of certain

outcomes. Under risk, managers have historical data from past personal experiences or secondary information that lets them assign probabilities to different alternatives.

Uncertainty:

Managers do face decision-making situations of uncertainty. Under these conditions, the choice of alternative is influenced by the limited amount of available information and by the psychological orientation of the decision maker. An optimistic manager will follow a maximax choice (maximizing the maximum possible payoff); a pessimist will follow a maximin choice (maximizing the minimum possible payoff); and a manager who desires to minimize his maximum “regret” will opt for a minimax choice.

Q:4 Define omnipotent view.

Answer:

The dominant view in management theory and society in general is that managers are directly responsible for an organization's success or failure. We call this perspective the omnipotent view of management

Q:5 programmed and non-programmed decisions.

Answer:

Programmed decisions:

A repetitive decision that can be handled by routine approach is called programmed decision.

Non-programmed decision:

Decisions that are unique and non-recurring are called non-programmed decisions.

2015 paper

Q:1 Define efficacy and efficiency.

Efficacy :

The ability to produce an intended and desired result is called efficacy.

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Q:2 Define communication skills?

Answer:

Good communication skills allow managers and leaders to perform their roles more effectively. Their role is to

communicate different topics to many people. They must communicate effectively to the team, to their suppliers, to their customers and financiers.

Q:3 Define conceptual skills?

Conceptual skills are the skills managers use to think and to conceptualize about abstract and complex situations. Using these skills, managers see the organization as a whole, understand the relationships among various subunits, and visualize how the organization fits into its broader environment. These skills are most important to top managers.

Q:4 Define organization culture.

Answer:

Organizational culture has been described as the shared values, principles, traditions, and ways of doing things that influence the way organizational members act. In most organizations, these shared values and practices have evolved over time and determine, to a large extent, how “things are done around here.”

Q:5 Define external environment.

Answer:

The term external environment refers to factors and forces outside the organization that affect its performance. As shown

in Exhibit 2-2, it includes several different components. The economic component encompasses factors such as interest rates, inflation, changes in disposable income, stock market fluctuations, and business cycle stages.

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Q: 1 what is management?

Answer:

A manager is someone who coordinates and oversees the work of other people so that organizational goals can be accomplished. A manager's job is not about personal achievement—it's about helping others do their work.

Q:2 what is Quantitative approach of management?

Answer:

which is the use of quantitative techniques to improve decision making. This approach also is known as management science.

Total quality management, or TQM, is a management philosophy devoted to continual improvement and responding to customer needs and expectations. The term customer includes anyone who interacts with the organization's product or services internally or externally.

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Q:4 what is classical approach of management?

Answer:

We have seen how management has been used in organized efforts since early history, the formal study of management didn't begin until early in the twentieth century. These first studies of management, often called the classical approach, emphasized rationality and making organizations and workers as efficient as possible.

Q:5 what is innovation?

Answer:

The outcomes of the creative process need to be turned into useful products or work methods, which is defined as innovation. Thus, the innovative organization is characterized by its ability to channel creativity into useful outcomes. When managers talk about changing an organization to make it more creative, they usually mean they want to stimulate and nurture innovation

Define leadership?

Answer:

Top managers also set the tone by their reward and punishment practices. The choices of whom and what are rewarded with pay increases and promotions send a strong signal to employees. As we said earlier, when an employee is rewarded for achieving impressive results in an ethically questionable manner, it indicates to others that those ways are acceptable. When an employee does something unethical, managers must punish the offender and publicize the fact by making the outcome visible to everyone in the organization. This practice sends a message that doing wrong has a price and it's not in employees' best interests to act unethically!

Define downsizing?

Answer:

Downsizing (or layoffs) is the planned elimination of jobs in an organization. When an organization has too many employees—which can happen when it's faced with an economic recession, declining market share, too aggressive growth, or poorly managed operations—one option for improving profits is to eliminate some of those excess workers. During the most current economic recession, many well-known companies downsized—including, among others, Boeing, Volkswagen, McDonald's, Dell, General Motors, Unisys, Siemens, Merck,

Honeywell, and eBay. Now, some HR experts are suggesting that a “cost” associated with mass layoffs is the damage they can cause to long-term growth prospects.

Define job design?

Answer:

We use the term job design to refer to the way tasks are combined to form complete jobs. The jobs that people perform in an organization should not evolve by chance. Managers should design jobs deliberately and thoughtfully to reflect the demands of the changing environment, the organization’s technology, and employees’ skills, abilities, and preferences. When jobs are designed like that, employees are motivated to work hard. Let’s look at some ways that managers can design motivating jobs.

Define recruitment and selection?

Answer:

Recruitment:

If employee vacancies exist, managers should use the information gathered through job analysis to guide them in recruitment—that is, locating, identifying, and attracting capable applicants.

Selection :

Once you have a pool of candidates, the next step in the HRM process is selection, screening job applicants to determine who

is best qualified for the job. Managers need to “select” carefully since hiring errors can have significant implications. For instance, a driver at Fresh Direct, an online grocer that delivers food to masses of apartment-dwelling New Yorkers, was charged with, and later pled guilty to, stalking and harassing female customers.

Define decision making?

Answer:

Best interests, managers want to make good decisions that is, choose the “best” alternative, implement it, and determine whether it takes care of the problem, which is the reason the decision was needed in the first place. Their decision-making process is affected by four factors: the decision-making approach, the type of problem, decision-making conditions, and their decision making style. In addition, certain decision-making errors and biases may impact the process. Each factor plays a role in determining how the manager makes a decision

Define motivation?

Answer:

Motivation refers to the process by which a person’s efforts are energized, directed, and sustained toward attaining a goal. This definition has three key elements: energy, direction, and persistence. Motivating high levels of employee performance is

an important organizational concern and managers keep looking for answers.

Define conflict?

Answer:

Conflict is perceived incompatible differences resulting in some form of interference or opposition. Whether the differences are real is irrelevant. If people in a group perceive that differences exist, then there is conflict. Three different views have evolved regarding conflict

Define chain of command?

Answer:

The chain of command is the line of authority extending from upper organizational levels to lower levels, which clarifies who reports to whom. Managers need to consider it when organizing work because it helps employees with questions such as “Who do I report to?” or “Who do I go to if I have a problem?” To understand the chain of command, you have to understand three other important concepts: authority, responsibility, and unity of command.

- Authority
- Responsibility
- Unity of command