

Internal Assessment

Assignment No. 1

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Course Code - BCGNAET105

Course Title - Principles & Practices of Management

PART - A

Q1. According to Mary Parker, _____ is an art of getting things done through others.

Ans (C) Management

Q2. Management functions include _____

Ans (D) All of the above

Q3. _____ is about deciding in advance what should be done.

Ans (C) Planning

Q4. MOST stands for _____

Ans (B) Mission, Objectives, Strategies and Tactics

Q5. Functional managers are responsible _____

Ans (D) for obtaining copyrights and patents for newly developed processes and equipment

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Q6.

_____ is called as father of scientific management

Ans

(C) F. W. Taylor

Q7.

Which is NOT an informational role of manager?

Ans

(B) Disturbance's handler role

Q8.

Which of the following is true about Principles of Management?

Ans

(A) The principles of management are in a continuous process of evolution

Q9.

Which of the following is the main reason for the existence of an organization?

Ans

(B) The mission of an organization

Q10.

The principles of management serve as a general guidelines for _____.

Ans

(C) Both a and b are correct

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PART-B

Q1. Define management. Explain the nature of management.

Ans 1
Management is a process of universal and inclusive thing because it helps to make and manage all the specific things related to business or non-business organizations. It is also a combination of various functions like planning, organizing, staffing, directing and controlling.

Nature of management -

① Continuous Process Activities - A continuous process is the first nature of management and it means is never closing technique or process. The process is the backbone of the management because, without this, the management cannot survive in any place. To run any business, it is very important to have proper management in it and management is made up of only two things. First one is

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group efforts and the second one is continuity.

② Follow Discipline - It means the rules and regulations of anything. In management, the discipline plays a very effective role to make and manage the activities, plans and procedures of the company and anything which is related to human life.

③ Management is an art - It means in every management, the skills, talents, potentials, knowledge, experience, and creativity are the parts of arts and these parts help the organization to achieve their desired results or goals.

That's the reason, in every management the clarification of ideas, concepts, skills and talents are very necessary to manage all specific things.

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(4) Management is a group activity - It means that all human and material resources should be effectively combined to achieve the desired level of productivity. No single person can fully satisfy anyone's needs, he will need some peoples so that he will form a better team or group and satisfy all the needs and wants of anyone.

In simple words, Management is a combination of various peoples and through which the business can make our work effective and goal oriented. That's why it has been said that the person who does not do anything alone then he makes something by creating a group.

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- Q2. Discuss the principle principles given by Henry Fayol to the Modern Management Thought.

Ans2 Henry Fayol gave us 14 principles of management -

- ① Division of Work - To benefit from specialization. It means entire task or work should be divided among various employees in an organization. It increases productivity and enhances morale of employees.
- ② Authority and Responsibility - Authority is the continuance of official and private factors. Personal authority is derived from attributes such as intelligence, experience, moral character, previous services, etc. Without resp authority responsibility is useless. The level of authority that will be granted to the staff should be in line with their level of responsibility.
- ③ Discipline - It should be applied to all employees in a company. Obedience, application,

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effort, behaviour and an outward sign of respect are all components of discipline among workers. Two kinds of discipline are - self-imposed and command discipline. The best methods for upholding discipline are - competent managers at all levels, transparent and equitable agreements between the parties, and the judicious use of penalties.

(4) Unity of Command - A person should only receive directive and orders from one superior. It has emphasized the need of command in managing an organization. According to Fayol, if it is broken stability, order and discipline are all affected, along with power.

(5) Unity of Direction - This state each set of activities with the same goal needs to have a single leader and a single plan. It is more focused on how the organization functions with regard to its grouping of activities or planning.

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- ⑥ Subordination of Individual Interest to General Interest - Individual interest is subordinate to the common goal. When there is conflict between two interests, the general interest must come before the individual interest. Leader should be good and fair role model.
- ⑦ Remuneration of Personnel - It should be equitable and aim to satisfy both employers and employees to the fullest extent. Fayol supported profit sharing plans for management but opposed them for employees. Though these could only be provided in the case of very large enterprises, he was also in favour of non-financial advantages.
- ⑧ Centralization - How much the power is centralized or decentralised without using the phrase "centralization of authority". In small businesses, centralization is the norm but, in large businesses, a network of intermediaries is necessary.

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⑨ Scalar Chain - From top to lowest levels, there should be a scalar chain of authority and communication. It implies that every message, whether it is moving up or down the line of authority, must pass through every position. Only in exceptional situations, where its strict adherence would be harmful to the organisation, may it be short-circuited. In order to achieve this, Fayol has proposed the "gang plank", which is used to stop the scalar chain from slowing down action.

⑩ Order - This idea has to do with how things and people should be put in order. There should be a place for everything, and everything should be in its place, in material order. In order to implement this theory, people, machinery, and other resources must be arranged and placed in a systematic manner. Misplacement would result in abuse and disorder.

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(11) Equity - Equity refers to treating everyone equally and fairly. It demands that managers be free of any biases or personal preferences. Healthy labour-management interactions are ensured by equity, and these relations are crucial to the enterprise's efficient operation.

(12) Stability of Tenure of Personnel - According to this idea, every employee must be guaranteed job stability. An employee will work harder to deliver the highest performance if he feels secure in his employment.

(13) Initiative - Managers should foster initiative in their staff members within the bounds of authority and discipline. Foyal recommends employers to their employees sufficient space to demonstrate initiative since he believes it is one of the keenest pleasures an intelligent man can enjoy. Employees should be encouraged to offer any suggestions to develop and carry out their goals, even if mistakes do occur.

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(14) Esprit de Corps - This is the extension of the unity of command and the principle "union is strength" for building a unified team. Fayol proposed two strategies to do this: first, the divide-and-conquer mentality should be avoided and second, verbal communication should be used to clear up misunderstandings. This idea promotes increased productivity by reducing resource misuse, wasting, and negligent usage of resources.

Q6. Write a note on Elton Mayo's contribution to Management thought.

Ans 6 Elton Mayo, an Australian psychologist, made significant contributions to management thought during the early to mid-20th century. His work, particularly the Hawthorne Studies, played a pivotal role in shaping organizational behaviour and management theories.

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Mayo's key contributions include -

(1) Hawthorne Studies - Mayo conducted the Hawthorne Studies at Western Electric's Hawthorne Works in Chicago. These studies aimed to understand the effect of environmental factors, such as lighting and working conditions, on worker productivity. The unexpected finding was the "Hawthorne Effect," which highlighted the impact of social and psychological factors on productivity. Mayo emphasized the importance of considering human and social elements in workplace dynamics.

(2) Human Relations Movement - He challenged the prevailing scientific management principles of Frederick Taylor, asserting that workers' social and psychological needs significantly influence their performance. This shift in focus from task-oriented approaches to a more people-centric approach marked a paradigm shift in management thought.

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- ③ Social and Psychological Factors - Mayo research highlighted that factors such as attention, recognition and a sense of belonging are crucial motivators for employees. Understanding and addressing these factors became integral to creating a positive work environment and enhancing employee satisfaction.
- ④ Importance of Informal Groups - Mayo argued that these informal groups significantly impact productivity and morale. Recognizing and leveraging these social dynamics became essential in managing and leading teams effectively.
- ⑤ Management as a Social Science - Mayo advocated for a holistic approach that considers the social and psychological aspects of individuals within the organizational context. This approach paved the way for the interdisciplinary study of organizational behaviour.

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⑥ Communication and Leadership - Mayo emphasized the need for managers to engage with employees, listen to their concerns, and provide a supportive atmosphere.

Q7. Why planning is important for the success of any organization.

Ans 7 Planning holds significant importance for the success of any organization. There are key reasons -

① Goal Alignment - Planning ensures that organizational objectives and goals are clearly defined and aligned with the overall mission.

② Resources Optimization - Through planning, organizations can optimize their resources, including technology infrastructure, human resources, and financial assets.

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- ③ Risk management - In the rapidly evolving field of technology, understanding and mitigating risks associated with software development, cybersecurity, and project management is crucial for success.
- ④ Innovation and Adaptability - Organizations need to plan strategically to embrace emerging technologies, such as artificial intelligence, data analytics, and cloud computing.
- ⑤ Project Management - Planning encompasses defining project scopes, timelines, and resource requirements, ensuring the successful execution of software development or system implementation projects.
- ⑥ Efficiency and Productivity - Through proper planning, organizations can streamline workflows, identify bottlenecks, and implement measures to enhance productivity in software development, system maintenance, and other IT activities.

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- ⑦ Strategic Decision-Making - IT leaders need to plan strategically to make informed decisions regarding technology investments, system upgrades, and digital transformation initiatives.
- ⑧ Communication and Coordination - By communicating and coordinating, effective planning ensures that different teams work cohesively towards common technological goals.
- ⑨ Compliance and Security - Given the increasing focus on data security and privacy in the IT sector, planning becomes essential for implementing robust cybersecurity measures and ensuring regulatory compliance.
- ⑩ Continuous Improvement - In the dynamic field of technology, organizations must plan for ongoing learning, skill development and technology upgrades to stay competitive and innovative.

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Q8. What do you mean by organizing? Explain various steps involved in organizing.

Ans8 Organizing refers to the procedure of aligning the activities in a certain order. It contains designing the role and directing the people towards accomplishment of goals. Human efforts along with the resources are brought together and coordinated under this function.

The following steps are to be undertaken

in the organizing process -

① Identification and Division of Work - The first step in the process of organizing involves identifying and dividing the work that has to be done in accordance with previously determined plans. Work is divided into manageable tasks so that duplication can be avoided and workload can be shared among employees -

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② Departmentalisation - Once, work has been divided into small and manageable activities, then those activities which are similar in nature, are grouped together. This process is called departmentalisation.

③ Assignment of Duties - Once the departments are created, each department is placed under the charge of an individual, called departmental head. Then, each job is allocated to an individual, according to his knowledge and skill.

④ Establishing Reporting Relationships - In the organisation, each employee has some authority as well as responsibility. It is necessary that every individual must know that whom he has to take orders from and to whom he is answerable. This creates superior subordinate hierarchy and helps in coordinating various activities in the organization.