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Assignment No. 2

(1)

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Course Code - BCGINAET105

Course Title - Principles & Practices of Management

PART - A

Q1. Which one of the following is not an element of communication process?

Ans D. Measurement

Q2. _____ is the integration, unification and synchronization of departmental efforts for accomplishing organizational objectives.

Ans C. Coordination

Q3. Who is appointed to support line managers in their duties in large organization?

Ans A. Special Coordinator

Q4. The study of communication through touch is _____

Ans B. Haptics

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Q5. "Planning is theoretical whereas controlling in practical".

Ans B. False

Q6. The components of directing are _____

Ans D. All of the Above

Q7. The third element of Maslow's Need Hierarchy theory is _____

Ans C. Self-realization Needs

Q8. Many large companies maintain a close relation with the universities, vocational schools, and management institutes to recruit qualified personnel for various jobs. This known as _____

Ans C. Campus Recruitment

Q9. This determines the number and types of personnel required to perform the jobs.

Ans A. Workload Analysis

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Q10. _____ means concentration of authority at the top.

Ans A. Centralization

PART-B

Q1. List out the different types of communication.

Ans1 Communication can be categorized into various types based on different criteria. Here are some common types of communication :

① Verbal Communication :

Involves the uses of spoken or written words.

② Nonverbal Communication :

Communication without the use of words, such as through gestures, body language, facial expressions, etc.

③ Written Communication :

Communication through written words, including emails, letters ; reports, etc.

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(4) Oral Communication :

Communication through spoken words, including face-to-face conversation, meetings, presentation, etc.

(5) Interpersonal Communication :

Communication between individuals, often in a one-on-one setting.

(6) Intrapersonal Communication :

Communication within oneself, involving internal thoughts and self reflection.

(7) Formal Communication :

Structured and follows prescribed channels within an organization, such as official memos or reports.

(8) Informal Communication :

Unstructured and occurs through casual interactions, like conversations among colleagues.

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(9) Horizontal Communication :

Occurs between individual or unit at the same hierarchical level within an organization.

(10) Vertical Communication :

Involves communication between different hierarchical levels in an organization, such as from managers to subordinate or vice versa.

(11) Downward Communication :

Flows from higher level of management to lower levels, providing instruction goals or information.

(12) Upward Communication :

Flows from lower levels to higher levels, conveying feedback, suggestions or reports.

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(13) Mass Communication :

Involves communication to a large audience through media channels like television, radio, newspapers, etc.

(14) Group Communication :

Involves communication within a group or team setting.

(15) Cross-Cultural Communication :

Communication between individuals from different cultural backgrounds.

(16) Electronic Communication :

Involves communication through electronic devices such as email, video call or instant messaging.

(17) Visual Communication :

Communication through visual element, including charts, graphs, diagrams, and other visual aids.

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Understanding these types of communication help individual and organization effectively convey message in various contexts.

Q2. What is meant by coordination? Explain its importance in management.

Ans 2 Coordinate in management refers to the process of harmonizing and integrating the activities and efforts of different individualism departments or components within an organization to achieve common goals. It involves ensuring that various parts of the organization work together efficiently and effectively to maximize overall performance.

Importance of coordinate in Management :

① Optimal Resource Utilization :

Coordination helps in the efficient use of resources by avoiding duplication of efforts and resources. It ensures that each part

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of the organization contributes to the overall goals without unnecessary overlap or redundancy.

② Enhanced Communication :

Effective coordinate improves communication channels within the organization. When different departments or individuals coordinate their activities, it leads to better information flow, understanding and collaboration.

③ Conflict Resolution :

Coordinate helps in identifying and resolving conflicts that may arise between different parts of the organization. By aligning goals and activities, conflicts are minimized, and a more harmonious work environment is established.

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④ Improved Decision-Making :

Coordinate efforts provide a holistic view of organizational activities, enabling better decision-making. When information is shared across departments, leaders can make more informed decisions that consider the overall impact on the organization.

⑤ Achieving Organizational Goals :

Coordinate ensures that all efforts are directed towards the achievement of organizational goals. It aligns individual and departmental objectives with the broader objectives of the organization, creating a unified and purposeful approach.

⑥ Flexibility and Adaptability :

In a coordinate organization, there is increased flexibility and adaptability to changes in the external environment.

Coordinated efforts allow the organization

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to respond more effectively to challenges and opportunities.

(7) Employee Morale and Satisfaction :

A well coordinated organization fosters a positive working environment. When employees see that their efforts contribute to the overall success of the organization, it enhances morale and job satisfaction.

(8) Continuous Improvement :

Coordinate facilitates continuous improvement by promoting feedback and learning across departments. It allows the organization to identify areas for improvement and implement changes more effectively.

In summary, coordinate is crucial in management as it ensures that the diverse elements within an organization work together seamlessly, leading to improved efficiency, effectiveness, and the overall success of the organization.

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Q3. According to Maslow, "there seems to be a hierarchy into which human needs are arranged." Explain his theory of motivation.

Ans 3

Abraham Maslow's hierarchy of needs is a psychological theory that explains human motivation and behaviour based on a hierarchical structure of needs. Maslow proposed that individuals are motivated to satisfy specific needs, and these needs are organized into a pyramid with five levels, arranged in hierarchical order. Here is an overview of Maslow's hierarchy of needs:

① Physiological Needs :

At the base of the pyramid are the physiological needs, including basic requirements for survival such as food, water, shelter, and sleep. These needs must be satisfied first because they are essential for sustaining life.

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(2) Safety Needs :

Once psychological needs are met, individual seek safety and security. This includes the need for a stable and secure environment, protection from physical and emotional harm, financial security and health and wellness.

(3) Love and Belongingness Needs :

The third level includes social needs, such as the need for love, affection, friendship and a sense of belonging. Humans are inherently social beings, and satisfying these needs contributes to emotional well-being.

(4) Esteem Needs :

The fourth level is related to self-esteem and the desire for recognition, respect and a positive self image. This includes achieving personal goals, gaining the respect

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of others, and feeling confident and competent.

⑤ Self-Actualization Needs :

At the pinnacle of the hierarchy is the end need for self-actualization. This involves realizing one's full potential, pursuing personal growth, creativity, and achieving a sense of purpose and fulfillment in life.

Maslow's theory suggests that individual progress through these levels of needs sequentially.

As lower level needs are satisfied, higher level needs become more prominent motivators.

However, it's important to note that not everyone follows the same progression, and individuals may prioritize based on personal experience and circumstances.

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Maslow's hierarchy of needs has been influential in psychologist and management, providing insights into understanding human behaviour, motivation and the fact that drive individuals to pursue fulfillment and self realization.

Q6. Write a short note on :

- a) Authority
- b) Responsibility
- c) Accountability

Ans6 a) Authority : It refers to the legitimate power or right to give orders, make decisions and enforce obedience. It is an essential aspect of organizational structure, where individuals in positions of authority are granted the right to direct and influence the actions of subordinates.

Authority is often accompanied by the corresponding responsibility to ensure that individuals with authority use it in a manner that aligns with organization goals and policies.

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b) Responsibility : It is the obligation or duty to perform tasks, fulfilled roles, or achieve specific objectives. Individuals within an organization are assigned responsibilities based on their roles and positions.

Responsibility is closely tied to authority, as those with the authority to make the decisions are also responsible for the outcomes of those decisions. Clear assignment of responsibilities contribute to effective organizational functioning and accountability.

c) Accountability : It is the answerability for the consequences of one's actions and decisions. Individuals who are accountable are expected to justify their performance and outcomes. While authority and responsibilities are delegated, accountability is not transferable. It ensures that individual are

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answerable for the results of their actions, whether they involve success or failure.

Accountability promotes transparency, trust and ownership within an organization.

In summary, authority, responsibility, and accountability are interconnected concepts in organizational dynamics. Authority provides the right to make decisions, responsibility involves the duties associated with those decisions, and accountability ensure that individual are answerable for the outcomes. Together, these principal contribute to effective leadership, organizational structure and the achievement of goals.

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Q5. What do you mean by recruitment? How does it differ from selection.

Ans

Recruitment : Recruitment is the process of actively identifying, attracting and inviting qualified candidates to apply for the job vacancies with an organization. It involves creating awareness about job opportunities, reaching out to potential candidates, and encouraging them to express interest in the available positions. Recruitment is a broader concept that focuses on building a pool for potential candidates from which the organization can select individuals to fill various roles.

Selection : Selection, on the other hand, is the process of choosing the most suitable candidates from the pool of applicants generated during the recruitment phase. It involves evaluating candidates through various methods.

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such as interviews, assessments, and reference checks to determine their suitability for specific roles. The goal of the selection process is to identify individuals who possess the required skills, qualification, and attributes to perform the job effectively.