

HUT310 : MANAGEMENT FOR ENGINEERS :

# ASSIGNMENT - I

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Q1. Explain the features and challenges of management system.

→ The features of management are:

- (i) Management system has universal application
- (ii) Management system aims at maximizing profit
- (iii) Management system is a distinct entity.
- (iv) Management system involves organized activities.
- (v) Management system achieves pre-determined objectives.
- (vi) Management system is needed at all levels.

→ The challenges of management system are:

- (i) Economic pressure when financial conditions are not favourable, and may lead to business failure.
- (ii) Adapting to macro environmental factors
- (iii) Globalization and localizing products and services effectively
- (iv) Innovation and change stimulation in a fast moving time
- (v) Competition and building strategies
- (vi) Customer service
- (vii) Employee satisfaction
- (viii) Organization ethics
- (ix) Social responsibility and maintaining a balance between economy and eco-system.

Q2. Explain the importance of delegation in management.

→ Delegation is the process of transferring the responsibility for a specific task to another member and empowering that individual to accomplish the task effectively.

→ Delegation allows for a more motivated and empowered workforce and develops subordinate capabilities, demonstrates confidence and enhances commitment of delegates

→ There is increased productivity and quality and reduced costs.



- It increases the managers' discretionary time.
- It improves decision making and increases efficiency.
- There is increased scope for innovation.

Q.3. Describe the process of communication.

- Communication is passing information and understanding between one person and another. It is a two way process, i.e., exchange of information between two or more persons.
- A successful management system must develop an effective system of communication so that there is correct issuance of instructions, receive feedback from subordinates and improve on guidance and motivation.
- The terminals of the communication process are the sender and the receiver.
- The medium is through which the sender sends message to the receiver and the receiver sends feedback to the sender.
- The encoder translates the human thought into a language and the decoder translates the message into an interpretable form.
- Communication can be vertical, which can be either downward [i.e., from top level to bottom level] or upward [from bottom level to top level] or horizontal, between positions of the same level.

Q.4. Explain any three motivational theories.

- Three of the motivational theories are:

(i) Maslow's Hierarchy of Need:

Postulation of a hierarchy of needs that progresses from the lowest, subsistence-level needs to the highest level of self-awareness and equity. Once each level has been met, the theory is that an individual will be motivated by and strive to

progress to satisfy the next higher level of need. The five levels are: physiological, safety, belonging, esteem and self-actualization needs.

(ii) Alderfer's ERG Theory:

Drawn upon Maslow's theory, but also suggested that individuals were motivated to move forward and backward through the levels in terms of motivators. He reduced Maslow's levels from five to three: existence, relatedness and growth.

(iii) Herzberg's two factor theory:

Further modification to the needs theory and consolidated down to two areas of needs that motivated employees. These were termed: hygienes (lower level motivators) and motivators (higher level factors).