

0505.20

## POM Revision Test-1

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1. List and explain managerial roles. (10)
2. Explain five managerial functions. (5)
3. List any 5 forces of external environment. (5)

Ans

A3.) Influence of External Environment

- ~ There are multiple external forces that influence an organization, indirectly
- ~ This is subdivided into
  - (i) Task/Industry Environment
  - (ii) General Environment.
- ~ Here are some of the external forces that have an impact on organizations work:
  - (i) Government/Political/Legal Forces - have a huge impact upon the decisions that the organization takes.
  - (ii) Socio-cultural Forces - For large MNC spread across multiple continents the company has

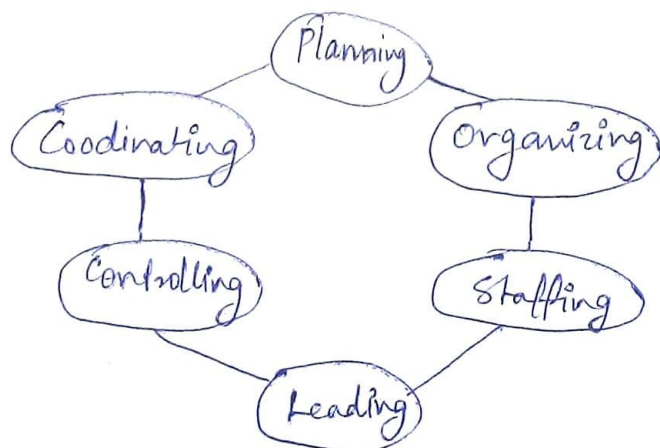
to adapt to ~~the~~ the social and economic norms prevailing in that country

(iii) Customers ~ The ultimate purpose of any company is to please / fulfill its customers and thus their requirement and request to a certain extent influence the company.

(iv) Competitors ~ For the stability and sustainability of a company it must out perform its competitors and hence they have to have an edge on their market.

(v) Technological Forces ~ The technology today is fastly moving forward. The organization must keep up with the gaining momentum.

A2.) Managerial Functions



(i) Planning - It is the first phase that decides, what, when, and how to do thing in advance.

~ It pre-determines the course of action.

(ii) Organizing - It is the clustering of various functions or activities duties & responsibilities

~ It groups together those activities that are similar and puts in a relation between different departments.

(iii) Staffing - It is the process of recruiting / manning.

~ It is also said as the process to put the right person at the right task.

(iv) Leading - It is an integral quality of a manager that is required to build trust and confidence among peers and subordinates.

~ Good leadership fuels coordination in work.

(v) Controlling - It is defined as the process of setting a benchmark / standard.

~ Then according to this standard all the process are measured for actual performance. ~~and~~

~ The corrective measures that are taken to ~~that~~ improve this performance is called controlling.

(vi) Co-ordinating - It is the outcome of a good leadership.

~ It is that state in ~~king~~ which different organization process move in perfect harmony aiming for the organizational goal.

~ It is also termed as the "essence of all the process" undertaken by a manager.

## A1.) Managerial Roles

~ Depending upon various levels of management they have to perform certain important roles.



~ These roles are:

## 1. Decisional Roles

- ~ This kind of Role is taken by the top level management.
- ~ These roles enable them to take significant decisions that channel the activity of the organization.
- ~ Decisional roles take strategic decisions for an organization, which
- ~ These are mostly conceptual and idea based and lay the foundation for future steps for the organization
- ~ Some of the key persons who take <sup>upon</sup> decisional Roles are:
  - (i) Entrepreneurs
  - (ii) Disturbance handlers
  - (iii) Negotiators
  - (iv) Resource Allocators.
- ~ The decisions are slow to be implemented but have a high impact on the company.

## 2. Interpersonal Roles

~ This type of role is played by middle level managers

~ But Interpersonal skills are required of every person.

~ This role majorly focuses on people and every attribute related to them.

~ The figurheads that play these roles <sup>may</sup> represent a ~~a~~ department.

e.g. - Leaders - the one who lead the whole company/organization, team/department etc.

Liason - This person keeps contacts to the outside world with respect to the company.

~ Interpersonal roles ~~can~~ if properly utilized can stabilize the company and its relations.

### 3. Informational Roles

- ~ These roles are exercised ~~at~~ <sup>by</sup> ~~large~~ large by technical team in a company.
- ~ They require more of fundamental implementation skills.
- ~ These roles provide information to others in an organization.
- ~ Since they are the information holders they must impart unbiased information to the decision makers.
- ~ Thus Informational Roles - even though they do not directly affect the organization are significant indeed.
- eg:- ~~Spoke~~ Company's Spokes person - delivers information to the public.