

ORGANIZATION BEHAVIOR

SUBJECT CODE – B.C.A DS -303

INTRODUCTION TO MANAGEMENT

- CONCEPT - MANAGEMENT IS THE PROCESS OF THE DESIGNING AND MAINTAINING THE ENV IN WHICH INDIVIDUALS , WORKERS, TOGETHER IN GROUP EFFECTIVELY AND EFFECIENTLY
- MANAGEMENT IS THE ART OF GETTING THINGS DONE THROUGH PEOPLE

MANGEMENT AS A THOUGHT

- ▣ TRADITIONAL – INTRODUCTION IN THE 19TH CENTURY
- ▣ ONE OF THE OLDEST APPROACH
- ▣ F.W TAYLOR , HENRY FAYOL, MAX WEBER GIVE ITS CONTRIBUTION TO THE TRADITONAL APPROACH
- ▣ F.W TAYLOR PRINCIPLES – SCIENCE NOT RULE OF THUMB

NATURE OF THE MANGEMENT

- ▣ SYSTEMATIC BODY OF KNOWLWDGE
- ▣ PRICIPLE BASED ON THE EXPERIMENTATION(F.W TAYLOR- SCIENCE NOT RULE OF THE THUMB)
- ▣ UNIVERSALITY VALIDITY OF THE LAWS AND PRINCIPLE
- ▣ MANAGEMENT AS A ART , SCIENCE, AND PROFESSION

EVOLUTION OF THE MANGEMENT

1. TRADITIONAL Approach
2. BEHAVIORAL Approach
3. CONTIGENCY Approach
4. QUALITY Approach

TRADITIONAL APPROACH

- ❑ ORIGIN LATE 19TH CENTURY
- ❑ ONE OF THE OLDEST APPROACH
- ❑ CONTRIBUTIONS – F.W TAYLOR , HENRY FAYOL, MAX WEBER ETC
- ❑ F.W TAYLOR INTRODUCED SCIENTIFIC PRINCIPLES LIKE SCIENCE NOT RULE OF THUMB , HARMONY NOT DISCORD, COOPERATION NOT INDIVIDUALISM
- ❑ HENRY FAYOL Introduced principle of the order, unity of command etc.
- ❑ Max weber introduced rationality in the org, division of labour, specialization etc.

Behavioral approach

- ❑ This approach is considered with the productivity by understanding workers, employees motivation
- ❑ This approach also focuses on the employee expectations , need and interest , group dynamics.
- ❑ Major contributions- Elton mayo and Abraham Maslow

System APPROACH

- It basically works with the various subsystem in the org.
- Sub systems – Human resource, H.R, FINANCE, Marketing, Operations
- works on the principles of fairness, equity and growth
- Also follows the traditional and behavioral approach

Contingency approach

- ❑ Here by the Contingency approach said that there is no single text book rule of the org.
- ❑ It depends upon the company internal and external need
- ❑ Follows all approach of the mgmt.
- ❑ Pertain to the globalization

Quality approach

- ❑ This approach refers to the quality of the products and services of the org.
- ❑ This includes the total quality management approach
- ❑ TQM INCLUDES –
 1. Product of the org.
 2. production plant
 3. quality Inspection
 4. REVIEW OF THE PRODUCTION IN TERMS OF THE STANDARD

FUNCTIONS OF THE MANGEMENT

Planning

- Organizational planning refers to the process of creating a plan for a company or organization that outlines its goals and objectives, as well as the strategies and actions necessary to achieve them.

Organizing

- ▣ Departments
- ▣ Level of the authority, responsibility, and power
- ▣ organization structure
- ▣ work and job profile

Staffing

- In management, staffing refers to the recruitment of various people in a team on the basis of their knowledge, experience, talent, skill, and areas of expertise. With staffing, management tries to simultaneously find, evaluate, select and nurture talent while also catering to the present talent at the organization.

Directing

- ▣ Directing in management refers to the process of leading, guiding, instructing, supervising, and motivating employees in order to achieve the goals of an organization

Controlling

- The controlling function helps in measuring the progress towards the organizational goals & brings any deviations, & indicates corrective action. Thus, an overall sense, the controlling function helps and guides the organizational goals for achieving long-term goals in future.

Managerial skills

Robert Katz identifies three types of skills that are essential for a **successful management process**:

- ▣ Technical skills
- ▣ Conceptual skills
- ▣ Human or interpersonal management skills

Managerial role in the org

Managers plan, direct and control resources to achieve the company's overall vision. Setting clearly defined goals, managers may help to motivate employees to achieve success and provide mentoring for growth. The manager's role has three

- ▣ components: Interpersonal: Managers often interact with a variety of people including employees, leadership and the community.
- ▣ **Informational:** Managers may have a role where they provide information to employees and the community.
- ▣ **Decision-making:** Managers may hire new employees, conduct evaluations of current employees and make decisions about operations.

Problem solving

- ▣ Problems are the real problems come in the organization of the functions of the mgmt.
- ▣ It may be of the planning to controlling
- ▣ it may be of the account and finance
- ▣ It may be of the structure

Problem solving skills

- ▣ Active listening
- ▣ Analysis
- ▣ Research
- ▣ Creativity
- ▣ Communication
- ▣ Dependability
- ▣ Decision making
- ▣ Team-building

Decision making

- ▣ Clarify the question.
- ▣ Gather information.
- ▣ Evaluate the options.
- ▣ Act on the final decision.
- ▣ Review the results.

Managerial ethics

- Managerial ethics are the set of principles and rules dictated by upper management that govern employee behavior. It's how managers make decisions when there are conflicts of values. Ethics in management are essential to ensure a positive culture within an organization and to ensure employees feel supported and valued.

Managerial ethics

- ▣ Respect
- ▣ Integrity
- ▣ Ethics in mgmt.
- ▣ Leadership
- ▣ Responsibility
- ▣ Loyalty
- ▣ Transparency

Corporate social responsibility

CSR can have many different forms, and can include:

- Ethical responsibility

Ensuring that the company treats all stakeholders fairly, including employees, investors, suppliers, and customers. This can include fair business practices across the board, from the supply chain to the boardroom.

- Philanthropic responsibility

How a company spends its resources to make the world a better place. This can include donating profits to charities, backing community initiatives, and supporting employee philanthropic endeavors.

- Environmental responsibility

Committing to using recycled and eco-friendly materials, sourcing fair-trade materials and ingredients, and using technology to drive energy efficiency and reduce carbon footprints.

Management information system

- An MIS is a system that provides managers with the necessary information to make decisions about an organization's operations. The MIS gathers data from various sources and processes it to provide information tailored to the managers' and their staff's needs.

Importance of management information systems for businesses

- Provide you with information you need to make decisions
- Can give you a competitive edge by providing timely, accurate information
- Can help you improve operational efficiency and productivity
- Allows you to keep track of customer activity and preferences
- Enables you to develop targeted marketing campaigns and improve customer service

Key skills for an MIS career

- Some key skills you can expect to develop include analytical, critical thinking, and problem-solving skills Understand the role of information systems in organizations
- Expertise with various information systems concepts and tools
- Analyze business problems and identify potential solutions using information systems
- Design, implement, and evaluate information systems solutions for business problems
- An understanding of the ethical, legal, and regulatory implications of information systems