

Unit-6 Acts and Managing-the enterprise

1. Boiler Act:

THE BOILERS ACT, 1923 (5 of 1923)¹ [23rd February, 1923] An Act to consolidate and amend the law relating to steam boilers. WHEREAS it is expedient to consolidate and amend the law relating to steam boilers; it is hereby enacted as follows:—

1. Short title, extent and commencement (1) This Act may be called the 2 [***] Boilers Act, 1923. 3 [(2) It extends to the whole of India 4 [except the State of Jammu and Kashmir].] (3) It shall come into force on such date⁵ as the Central Government may, by notification in the Official Gazette, appoint, and different dates may be appointed for different provisions of the Act.

2. Definitions In this Act, unless there is anything repugnant in the subject or context,— 6 [(a) “accident” means an explosion of boiler, or boiler component, which is calculated to weaken the strength or an uncontrolled release of water or steam therefrom, liable to cause death or injury to any person or damage to any property;] 7 [(aa) “Board” means the Central Boilers Board constituted under section 27A;] 8 [(b) “boiler” means a pressure vessel in which steam is generated for use external to itself by application of heat which is wholly or partly under pressure when steam is shut off but does not include a pressure vessel,— (i) with capacity less than 25 liters (such capacity being measured from the feed check valve to the main steam stop valve); (ii) with less than one kilogram per centimeter square design gauge pressure and working gauge pressure.

2. Electricity act

1. (1) This Act may be called the Electricity Act, 2003. (2) It extends to the whole of India except the State of Jammu and Kashmir. (3) It shall come into force on such date as the Central Government may, by notification, appoint: Provided that different dates may be appointed for different provisions of this Act and any reference in any such provision to the commencement of this Act shall be construed as a reference to the coming into force of that provision. 2. In this Act, unless the context otherwise requires, (1) “Appellate Tribunal” means the

Appellate Tribunal for Electricity established under section 110; (2) "appointed date" means such date as the Central Government may, by notification, appoint; (3) "area of supply" means the area within which a distribution licensee is authorized by his license to supply electricity; (4) "Appropriate Commission" means the Central Regulatory Commission referred to in sub-section (1) of section 76 or the State Regulatory Commission referred to in section 82 or the Joint Commission referred to in section 83, as the case may be ; (5) "Appropriate Government" means, - (a) the Central Government, - (i) in respect of a generating company wholly or partly owned by it; (ii) in relation to any inter-State generation, transmission, trading or supply of electricity and with respect to any mines, oil-fields, railways, national highways, airports, telegraphs, broadcasting stations and any works of defense, dockyard, nuclear power installations; (iii) in respect of National Load Dispatch Centre; and Regional Load Dispatch Centre; (iv) in relation to any works or electric installation belonging to it or under its control ; (b) in any other case, the State Government, having jurisdiction under this Act; (6) "Authority " means the Central Electricity Authority referred to in sub-section(1) of section 70.

3. Factory E.S.I. act

The following terms are defined under the Factories Act, 1948 –

Factory

A factory is defined as any premises where,

- Ten or more workers are working or have worked for at least twelve months.
- Twenty or more workers are working or have worked for at least twelve months.

A factory can also be defined as a place where the process of manufacturing is incorporated by a prescribed minimum number of workers.

Manufacturing process

Section 2 of the Factories Act defines the manufacturing process as a place that includes

- Making, altering, ornamenting, finishing, packing, oiling, washing, cleaning, breaking up, demolishing, or treating and adopting any article or substance to use, sale, transport, delivery or dispose.
- Pumping of oil, water, sewage or any other substance or generation, transformation or transmission of power.

- Composing types for printing, printing by letter press, lithography, photogravure or other similar processes like book binding.
- Preservation and storage of any articles in cold storage.

Power

Electrical energy or any form of energy used for the functioning of the manufacturing process in the factory is termed as power.

Prime mover

A machine, motor or engine which provides power is called prime mover.

Transmission machinery

Any appliance or device by which the motion of the prime mover is transmitted to or received by machinery is called transmission machinery.

Machinery

The prime movers, transmission machinery and all other appliances, whereby power is generated, transformed, transmitted or applied, are collectively called machinery.

Adult

A person who has completed eighteen years of his life is called an adult.

Child

A person who hasn't completed fifteen years of age is considered a child.

Young person

A person, who is either a child or an adolescent, is called a young person.

Calendar year

The period of twelve months beginning from the first of January till the thirty first of December is termed as a calendar year.

Day

The period of twenty-four hours beginning from the midnight is termed as a day.

Week

The period of seven days beginning from the midnight of Saturday is termed as a week.

Shift and Relay

If two or more sets of workers are carrying out the same task in different periods of time, then the sets of workers are termed as relays and the durations of time for which each set works is termed as shifts of the relays.

Occupier

The person having the ultimate control over the affairs of the factory is termed as an occupier.

4. Compensation act

Main features of the Act

The "Employees Compensation Act, 1923" is an Act to provide payment in the form of compensation by the employers to the employees for any injuries they have suffered during an accident. Earlier this Act was known as the Workmen Compensation Act, 1923. When the employer is not liable to pay compensation-

1. If the injury does not end in the entire or partial disablement of the employee for a period exceeding three days.
2. If the injury, not leading in death or permanent total disablement, is caused by an accident which is directly attributable to:
 - The employee having at the time of the accident is under the influence of drink or drugs;
 - The willful disobedience of the employee to an order if the rule is expressly given or expressly framed, for the purpose of securing the safety of employees; or
 - The willful removal or disregard by the employee of any safety guard or other device which has been provided for the purpose of securing the safety of employees.

Principles Governing Compensation

Who will be receiving the compensation on behalf of the deceased?

- A widow or a minor who is a legitimate son or unmarried daughter or a widowed mother is entitled to compensation;
- If the family of the deceased is wholly dependant on the earnings of the employee at the time of his death or a son or daughter who has attained the age of eighteen years;
- A widower;
- A parent other than a widowed mother;
- A minor illegitimate son, an unmarried illegitimate daughter or a daughter legitimate or illegitimate or adopted if married and a minor or if widowed and a minor;
- A minor brother or an unmarried sister or a widowed sister if a minor;
- A widowed daughter-in-law;
- A minor child of a predeceased son;
- A minor child of a predeceased daughter where no parent of the child is alive, or;
- A paternal grandparent if no parent of the employee is alive.

Managing-the enterprise: Understanding human behavior

1. Be aware of the six human needs

What are the six human needs we all share?

- **Certainty/Comfort:** assurance you can avoid pain and gain pleasure
- **Uncertainty/Variety:** the need for the unknown, change and new stimuli
- **Significance:** feeling unique, important, special or needed
- **Love/Connection:** a strong feeling of closeness or union with someone or something

- **Growth:** an expansion of capacity, capability or understanding
- **Contribution:** a sense of service and focus on helping, giving to and supporting others

2. Personalization makes people happy

The Journal for Applied Psychology published a fascinating study about personalization involving waiters and mints. Entitled *Sweetening the Till: The Use of Candy to Increase Restaurant Tipping*, three control groups were monitored:

- The first group had waiters hand out mints alongside the check while making no mention of the mints. This increased tips by around 3 percent against the control group.
- The second group had waiters bring out two mints by hand (separate from the check), and specifically point them out to tables. This saw tips increase by about 14 percent.
- The last group had waiters bring out the check along with a few mints. Shortly thereafter, waiters came back with another set of mints and let customers know that they had brought out more mints just in case. This group saw an increase in tips by 23 percent.

3. Do unto others...

You've probably been reminded of the Golden Rule throughout your entire life: "Do unto others as you would have them do unto you." While that's sound advice, is it applicable to your business?

If you do something for another person, they'll likely return the favor. This idea of reciprocity can be employed in business, such as by giving away branded coffee mugs or free 30-day trials. Even saying 'thank you' can be a small but important way to build a community of loyal advocates.

4. Provide a novel experience

Always remember that people have a need for the unknown. In fact, scientists have long backed up this claim. According to Dr. Emrah Düzel of the [UCL Institute of Cognitive Neuroscience](#), "It is a well-known fact amongst scientists that the midbrain region regulates our levels of motivation and our ability to predict rewards by releasing dopamine in the frontal and temporal regions of the brain. We have now shown that novelty activates this brain area."

5. You can't always get what you want

"In 1975, researchers Worchel, Lee and Adewole wanted to know how people would value cookies in two identical glass jars," according to [Nir and Far](#). "One jar held ten cookies while the other contained just two stragglers."

6. Tell a story

Human beings have always told one another stories -- whether through cave drawings, Shakespearean plays or the latest Hollywood blockbusters. As the entrepreneur and film executive Peter Guber [states](#), "Stories, it turns out, are not optional. They are essential. Our need for them reflects the very nature of perceptual experience, and storytelling is embedded in the brain itself."

Self Management:

Develop a Business Plan

A comprehensive business plan can help you chart the short and long-term goals and objectives of your business. Creating a business plan requires taking stock of the business and its specific operational needs. Once you have a plan in place, use it as a road map for staying on track. Revisit the plan regularly to make sure you're meeting objectives in the timelines you've established for yourself. Make course corrections as necessary.

Establish a Schedule

Entrepreneurs frequently blur the lines between personal and professional lives. While it can be a challenge to separate the two, it's vital to set boundaries and stick to them. Establish regular work hours and make a "to do" list each day, prioritizing key tasks and actions at the top of the agenda. Set aside time to return phone calls and respond to e-mail. Designate a time each day when you turn off your phone and computer. While many entrepreneurs feel they must be accessible 24 hours a day, taking time to recharge can make you a more effective, productive professional during your regularly scheduled work day.

Delegate Professional Tasks

Entrepreneurs often feel the need to handle every business function on their own, when in reality, they may be better served delegating certain roles and responsibilities. Strategize low-level and specialized tasks that can be handled by an employee or even an outside consultant or company. This will help you better manage your own time on areas devoted to growing and developing your business.

Delegate Personal Tasks

Farm out personal errands and tasks wherever possible. For example, hiring a housekeeper, a gardener or a personal chef has the potential of freeing up time that could otherwise be spent working or recharging your batteries. Paying someone to drop off and pick up contracts, schedule meetings, make bank deposits and retrieve your dry cleaning takes tedious tasks off your "to do" list and lightens your load.

Self-Audit

Take time periodically to stop and conduct a self-audit. This may be time you set aside each month to review your business plan, your bank statements and your long- and short-term goals. Adjust your schedule and your approach as necessary to ensure you're staying the course you've established for yourself.

coping with uncertainties:

1. Select the right members for your team

It is important to have a team with skills and competencies, but don't forget the ability to think creatively and "outside the box." Select members for your team who have the right expertise and whom you can trust. But also make sure that you believe they will be able to handle unanticipated situations. Because if they cannot, your business might fail.

2. Control the future

Sometimes offense is the best defense, and with uncertainty there is no other way to protect yourself. As Nicholas Nassim Taleb has discussed in his books, there can often be downsides that we never anticipated -- and that can be much worse than we could have imagined. So take command and create the future instead of hoping it will be beneficial. Step ahead of the curve.

3. Let others take the risk

A major problem with uncertainty is that you simply cannot know what to expect. One way of dealing with this is to have others share this burden. For example, by letting customers prepay, you can avoid cashflow problems and get a better idea of the demand for your product. By crowdfunding your product development, you don't have to carry all of the financial burden -- maybe even none of it.

4. Learn what matters

As the founder of a startup, you likely already have expertise in your area of business. But what you need is entrepreneurship expertise. Your job is to imagine the future and go about creating the version of it that is best for you and your business. The only way of doing this is to learn two things: to understand people and understand the economy. Technical knowledge is easily acquired -- and can be hired. You have a team for a reason, so use it.

Stress management and positive reinforcement:

Take systematic breaks. When you feel stress coming on, get up and do something else such as taking a brief walk or going outside. This short break can give you a different perspective on a stressful situation and at least provide short-term relief from the physical effects of stress.

Examples of Positive Reinforcement at Work

Category: Approval, Empowerment/Voice, Growth & Self-efficacy

Never assume that an employee knows he/she is doing a good job. Support **self-efficacy** by 'catching them doing well' and praising their efforts.

Here are 6 examples:

1. Provide regular positive feedback for quality work
2. Provide opportunities to present work to colleagues
3. Provide opportunities to voice opinions
4. Provide opportunities for advancement
5. Provide flexible work assignments
6. Provide inspiring guest speakers

Category: Monetary/Benefits, Time-Off, Educational Support, Advancement

Whether in the form of salary, benefits, or paid time-off; the most powerful form of positive reinforcement in the workplace is money. This being said, monetary compensation is only reinforcing if delivered in proportion with performance.

Here are 10 examples:

1. Competitive salary
2. Monetary bonus or raise
3. Performance bonuses
4. Education reimbursement
5. Employee discounts
6. Added vacation days
7. Quality health insurance/benefits
8. Paid sick leave
9. Paid parental leave
10. Mental health allowance

Category: Work/life Balance, Emotional Well-being, Health, Socialization, Family Needs, Office Environment

As employees spend a substantial number of hours at the workplace, creating a comfortable and motivating space is more important than ever. This category is perhaps the most individualized, requiring employers to really understand what motivates their staff.

Here are 17 examples:

1. Flexibility to work at home
2. After work socials or happy hour
3. Onsite daycare services
4. Onsite gym
5. Increased lunch break
6. Travel opportunities
7. Staff celebrations/parties
8. Retreats
9. Free Parking
10. Desirable office space (i.e., private, window, etc.)
11. Desirable building space (i.e., kitchen, recreation area, windows, etc.)
12. Desirable work equipment (i.e., good computer, chair & desk options)
13. Gift cards
14. Pets allowed at the office
15. Free coffee
16. Free meals
17. Flexible dress code

How to Give Positive Reinforcement to Employees

While there is an inexhaustible list of potential workplace reinforcers; however, the effectiveness of such reinforcers is contingent upon exactly how they are administered. Interested in achieving performance-enhancing outcomes, clinical psychologist Aubrey C. Daniels, applied Skinner's **behavioral theory** toward the development of tools aimed at improving workplace motivation and performance.

With his focus on employee behavior, Daniels created a company that applies positive reinforcement techniques toward the development of tools aimed at improving work performance. These tools that have achieved worldwide success in meeting Daniels' objective.

8 Tips for Effective Administration of Positive Reinforce Techniques

1. Use individualized reinforcers: As people are unique and thus reinforced by different things, make sure the reward you are using is meaningful to the specific employee (e.g., some people find gestures such as taking an employee to lunch to be highly reinforcing; whereas, others are more reinforced by monetary rewards such as bonuses or gift cards).
2. Apply reinforcers immediately: As we are all subject to the laws of learning, it is only when a behavior occurs temporally close to a reward, that the two will be connected (e.g., if an employee excels during a presentation, he/she should be rewarded soon afterwards such that the reward is clearly associated with the presentation).
3. Use various types of reinforcers: Just as people respond well to immediate gratification, they also require variety in terms of rewards (e.g., if a supervisor always provides a gift card to the same restaurant, people may become bored and no longer reinforced by it).
4. Be specific about what you are reinforcing: The employee needs to be fully aware of the specific behavior being rewarded in order for the reward to have an effect (e.g., if a supervisor rewards a staff member for his/her 'success-driven attitude,' the actual behavior being rewarded may be unclear to the employee).
5. Avoid linking reinforcement with punishment: When rewards and punishment are applied simultaneously, they become linked and thus lose their independent impact (e.g., if a supervisor holds weekly performance status meetings as a way of rewarding productivity; but also uses the time to chastise those who are unproductive, the meetings may become deemed as punishing).

6. Apply reinforcers consistently and frequently: Reinforcers delivered often and with consistency are less likely to extinguish (i.e., lose their effect), particularly in the case of new skills (e.g., a person learning a difficult computer program will have more **motivation** to keep trying if he/she is reinforced consistently and frequently during this process).
7. Connect external reinforcement with computerized feedback: Positive reinforcement in the form of a computerized graph is useful because it provides another medium in which behaviors and rewards are cognitively linked. Such visual aids also enable others in the organization to reinforce an employee for his/her success (e.g., after an employee earns a high number of sales during a given quarter, graphing and displaying these results in the workplace provides both the employee and his/her colleagues with a more visible and detailed representation of these achievements).
8. Connect external reinforcers with natural reinforcers: While external reinforcers (e.g., coffee gift cards) are useful for learning new behaviors, these behaviors are more likely to remain reinforcing if they become linked to naturally occurring reinforcers (e.g., the self-efficacy and reduced time commitment that results from learning a new skill). Because an external reinforcer generally has a point of termination, it is important for naturally occurring reinforcers to take over. Moreover, natural reinforcers have the added advantage of requiring little or no additional effort by the supervisor.

Stress Management in Business

As entrepreneurs, there will be a time when you will hire employees to join your team. By that time, it is important for you to understand how to deal with your own stress, in order to help them deal with their stress. It is beneficial as a manager or leader that you create an environment that staff can thrive in, and one where if they are stressed, they can vent in a healthy way. There are also small things you can do regularly to make employees feel more valued. Here are eight ways to make your office stress free for workers.

1. **Give them a quiet area in the office to relax:** Having a small corner where people can go to chill can be beneficial especially for introverts who need time for themselves. The quiet area could be to take a nap, to reflect on your day, or to write down everything that is going on. It is important that this area is relaxing and quiet so people can feel at ease there. Another idea of how to manage stress would be to include a visual aid with stress management exercises people can do in this area to release a bit of stress quickly. Small stretches can be beneficial to get the blood flowing around the body and to chill for a bit.
2. **Provide healthy snacks in the kitchen:** Healthy eating is important when stressed so make it easy to grab fruit by having it in a fruit bowl in the kitchen. It is good to have snacks of all sorts for the team but if it is not healthy, like chocolate or chips, placing it in a draw will divert people's attention to something else like an apple instead.
3. **Flexible working hours:** When staff are expected to be in the office from nine until five it can be stressful just trying to get in on-time without thinking about the stresses of your job. Allowing people to choose their own working hours means that there is one less thing to worry about when traffic is heavy and your bus has not moved at all in the past ten minutes.
4. **Yoga as a Stress Management Technique:** Whether it is hot yoga, cold yoga, yoga with dogs, or hell it doesn't even need to be yoga, assigning time out of the day where people feel it is okay not to work will push them to relax and take their mind off what is stressing them. It is astonishing how clearly you can think about a problem after not thinking about it for a bit. This can be a great problem-solving solution.
5. **Exercise as a Stress Management Activity:** Exercise is a wonderful activity to de-stress as we mentioned above so give your employees a push by paying for their gym membership. There is no reason for them not to exercise for half an hour a day when it isn't costing them anything. You don't need to pay big money for gym membership these days. There are basic gyms that provide lots of different classes and machines that will suit your staff just perfectly.

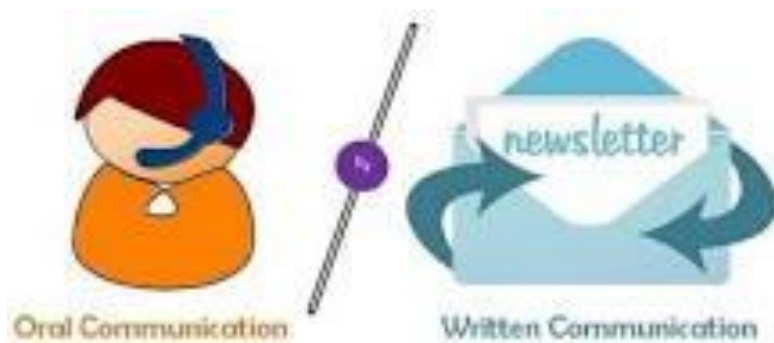
6. **Schedule time for people to socialize:** Another great stress management activity is organizing time for people to socialize with others in the office. Employees not only relax with others but they will get to know more people around them making the office a friendly place. By simply organizing a movie or bingo night in the office or taking the team out to dinner you can foster a friendly atmosphere which will lead to more collaboration and creativity.
7. **Talk about more than role performance:** Most companies have quarterly or annual reviews where they talk about how employees are performing in their jobs. Very few companies ask employees how they feel in their role and ask about mental health. It may be a hard subject to talk about but ensuring employees are happy, listening to their concerns and discussing stress management strategies will help to keep them happy in the long run. This can, in turn, decrease unhappiness and minimize employee churn.
8. **Having an open door policy:** Employees cannot always be happy in their roles and talking to management is the only way to alleviate these issues. It can be stressful for an employee to work up the courage to talk to their manager about an issue they may have. Having an open door policy alleviate some of these bad feelings so staff can talk to their managers about anything without feeling like they will be penalized for being truthful.

Turn Stress Into Positive Energy

That's it – that was our list of stress management techniques that you can start using today.

Remember, stress isn't always a bad thing. Try to think of stress as energy. Energy which you can use to propel your business to success. Minimizing stress by staying productive and keeping on top of your work is hugely important. If you struggle to keep focused [try a productivity app](#) to keep your motivation up.

What is oral and written communication?



Meaning. **Exchange of ideas, information and message through spoken words** is Oral Communication. Interchange of message, opinions and information in written or printed form is Written Communication.

Why is oral and written communication important in business?

Good verbal and written communication skills are **essential in order to deliver and understand information quickly and accurately**. ... In contrast, poor communication skills can have a negative impact - a poorly delivered message may result in misunderstanding, frustration and in some cases disaster.

What is written communication in business communication?

Written communication involves **any type of message that makes use of the written word**. Written communication is the most important and the most effective of any mode of business communication. Some of the various forms of written communications that are used internally for business operations include: Memos.

What are the effective written and oral communication skills?

For oral and written communication, other key skills to include in your resume and cover letter might include:

- Active listening.
- Interpersonal skills.
- Negotiation.
- Persuasion.
- Mediation.
- Emotional intelligence.
- Attention to detail.
- Diplomacy.

What are the examples of oral communication?

Oral communication is communicating with spoken words. It's a verbal form of communication where you communicate your thoughts, present ideas and share information. Examples of oral communication are **conversations with friends, family or colleagues, presentations and speeches.**

What are the types of oral communication?

Types of oral communication include **formal communication**, such as classroom lectures, speeches and meeting presentations; and informal communication, such as casual phone or dinner table conversations.

What are the advantage of written communication?

Advantages of Written Communication:

- It is suitable for long distance communication and repetitive standing orders. ...
- It creates permanent record of evidence. ...
- It gives the receiver sufficient time to think, act and react.
- It can be used as legal document.
- It can be sent to many persons at a time.

What is oral communication?

Oral communication implies **communication through mouth**. It includes individuals conversing with each other, be it direct conversation or telephonic conversation. Speeches, presentations, discussions are all forms of oral communication.

Why is written communication so important?

Written communication is **more precise and explicit**. Effective written communication develops and enhances an organization's image. It provides ready records and references. Legal defenses can depend upon written communication as it provides valid records.

Where is written communication used?

As well as letters, memos, circulars, manuals, notices, reports, questionnaires, etc., written communication can take many different forms. Generally, written communication is used **when the audience is located at a distance or when it is needed to keep a permanent record for future reference if a problem does arise.**

What is written communication and its types?

In contrast to verbal communications, written business communications are **printed messages**. Examples of written communications include memos, proposals, e-mails, letters, training manuals, and operating policies.