**Principles of Management**

**ID: 13251**

**Q1: Being on the position of Administrative officer of well reputed Organization that may be private university/hospital. How you will manage its activities to run the business with harm to the visitors and employees.**

Suppose an individual is the Administrative officer of a private hospital. The main duty of an Administrative officer is to supervise the daily operations of the organization and also responsible for its performance. He/she should motivate its employees to make better relations with customers.

Following are some points that should be improved for employees:

1. **Better communication:** An administrative officer should train its employees to make better communication with the visitors and patients.
2. **Safety equipment:** an administrative officer should provide proper safety equipment like hand sanitizers, masks, gloves, etc because every type of patient is admitted in the hospital.
3. **Motivating employees:** the employee’s interest in work is improved by offering incentives according to the performance. This will help create better environment between the managers and employees.
4. **Set boundaries:** the administrative officer should be friendly with its employees but he/she should maintain a limit and act of favoritism. This will help maintain better environment between employees and managers.

Facilitating visitors can help/improve the hospital’s performance and also beneficial for future profits. So an Administrating officer should also focus to provide effective facilities to its visitors. Some points are mentioned below:

1. **Online appointments:** online appointments should be provided to the visitors to reduce their waiting time. This will also reduce interaction with registration staff. Visitors having prior appointments on their respective time should be allowed to enter premises.
2. **Waiting area:** waiting area should be kept neat and clean having adequate distance between seats to maintain social distancing. Waiting area need to be disinfected regularly.
3. **Social distancing**: staff should maintain social distance while providing services. They should avoid hand shake and physical interaction where possible. If it is not possible to maintain social distancing due to nature of service, they should be wearing PPE(personal protection equipment)

Where possible, remote services may be provided for example consultation and prescription on telephones.

1. **Hire professional assistants:** the administrative officer should focus on hiring the assistants who have improved communication skills which is more beneficial for the image of the organization and also for the visitors.

**Q2: Being a student of Management. HRM is integral important part of management. In our Pakistani society, discuss what type of doctor, teacher, police officer, lawyer, and engineer we need.**

In our Pakistani society, we need the person who has better communication skills. He/she should know how to communicate with different types of people, patients, clients etc.

Let’s take example of a doctor, a patient who is affected by Corona virus and is very critical, so if the doctor has improved skills of communication, he will never say to the patient directly that he is critical. Because this is unethical for the patient to know that he is in critical condition.

As the student of management, according to my perception we need doctors who act friendly, teachers who teaches on conceptual basis, a police officer who is kind, lawyer with better information about law and engineer with field experience.

Following are some points about the abilities the doctors, teachers, police officers, lawyers and engineers should have in our society:

**Doctors:**

1. Different types of patients in our society come to the emergency section of hospitals, so most of the times there are no experienced doctors available on duty. Only TMO’s (trainee medical officer) handle all the patients who are actually in training. So this should be changed.
2. Doctors should provide online appointments to the patients because in our society, taking appointment of experienced doctor becomes difficult for patients. Proper date should be issued to the patients to avoid waiting.
3. As the student of HRM the doctors should hire experienced assistants/nurses etc to provide better services to the patients.

**Teachers:**

1. As the student of management according to my perception, te teacher should focus on the course content of the subject.
2. The teacher should only clear the concept to his students.
3. Creative assignments should be given.

**Police Officers:**

1. In our Pakistani society, we lack police officers who have compassion and empathy and strong moral character.
2. A police officer should be physically fit and have the ability to solve problems.
3. Our society needs a police officer who has strong interpersonal skills and compassion and empathy.

**Lawyers:**

1. As the student of Management, according to my perception the lawyer should know how to satisfy/handle its clients.
2. Lawyers need professional training as the law changes.
3. He should know about the whole management of courts.
4. He has the ability to provide justice to its clients.

**Engineers:**

1. According to my perception, the mega projects should be issued to the well experienced engineers who know the fieldwork and the process of handling the situations.
2. In our society, fresh graduate engineers are hired for mega projects, which become more harmful.
3. The engineers should know the basic things of engineering e.g drawing of a building, steel management, autocad application etc.

**Q3: do you think executive level jobs need training, if yes, what type of training you will suggest for our CEO’s and Administrative officers to develop our organizations individually and collectively.**

As per my knowledge if the CEO or Administrative officer is well experienced or retired officer from government sector or from popular private sector then there is no need to give training to them but if an individual who has more knowledge and is qualified but don’t have the experience of office and field work then he/she needs training related to the nature of job and designation.

Let’s take an example of an individual who has cleared CSS exams and assigned the job of CEO cantonment board. the individual has zero experience in office work and also don’t know the nature and process of work. So, he needs a training related to advanced management program. The training of how to think strategically and reduce conflicts in the workplace.

Executive level jobs need higher experience because the management of whole organization is done by executive officers. Different types of trainings eg professional training, managerial training, technical and skills training.

An administrative officer needs skill training and soft-skills training because he/she has interactions with employees, visitors and other managers in the workplace. He/she should be more experienced because he has to supervise the whole organization.

Another example related to an administrative officer who has no managerial skills. He has assigned work to two of his employees. One employee complains that you have assigned me the difficult task. So, the administrative manager cannot handle the situation. These skills are upgraded when different types of strategic trainings are offered.

The CEO’s of different organizations should take trainings related to management of the organization, the professional trainings are much important for them to improve the organization’s performance.