ORGANIZATIONAL BEHAVIOR

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**QUESTION 1**

**FUNCTIONS OF MANAGEMENT:**

There are five functions of management which are as followed.

**PLANNING**

This is the first and important function of management in which plans are made to achieve certain goals. It is systematic way of making decisions today that will effect on the future of the company

**ORGANISING**

Organizing is known as the back bone of management. The function of organizing involves the determination of activities that will help achieve the goals of company, assigning those activities to a proper personnel and delegating the necessary authorities to carry out those activities in a coordinated manner.

**LEADING**

This is one of the vital functions of functions of management in which the manager leads the organization and employees to the best and tries their best to achieve the goals of organization. This is the function of motivating and protecting others.

**CONTROLLING**

Controlling is the measurement of performance on a set of standards and correcting any deviation. Controlling means to create necessary steps for correction and achieving the target.

**STAFFING**

This function is associated with the hiring, training and promotion of the employees. As a function of management it goes more than that It contains the training and development, performance appraisal, salary or compensation.

Management roles:

A role is a set of expectation of a manager’s behavior. There are various roles of management in which some of them are mentioned below.

**INTERPERSONNEL ROLE:** it is the role of management in which the manager come up with new idea and implement them successfully.

**INFORMATIONAL ROLE:** in this role of management the manager knows how to gather information effectively. They make sure if the information is valid, up to date and trustworthy.

**DECISSIONAL ROLE:** this role of management pertains to those events about which the manager must make a choice of take action.

**DISTURBANCE HANDLER:** it refers to the role of management in which the manager deals with the issues that occur in an organization such as when the workers do strikes etc.

**ENTERPRENUERIAL ROLE:** the entrepreneurial role involves the initiation of change. Managers are constantly thinking about the future and the changes need to achieve the future goals or visions.

**THE MEDIATOR ROLE:** the mediator role involves the resolving of conflicts among the subordinates or between the managers’ department or other departments.

**RESOURCE ALLOCATER:** the recourse allocator role of management pertains to the decision about how to assign people, time, equipment, money and other resources to attain desired outcomes.

**MANAGEMENT SKILLS**

* **Technical Skills:** Technical skills involve skills that give managers the ability and the knowledge to use a variety of techniques to achieve their objective
* **Conceptual Skills:** These involve the skills the managers present in term of the knowledge and ability for abstract thinking and formulating ideas.
* **Human or Interpersonal Skills:** The human or Interpersonal skills are the skills that present the mangers ability to interact, work or relate effectively with people.
* **Decision making Skill:** In simple words a manager's job to make decisions that will lead the organization to the attainment of its goals.
* **Diagnostic and Analytical Skills:** Diagnostic skills refers to the ability to visualize the best response to a situation. Analytical skill means the ability to identify the key variables in a situation. Managers Diagnostic and Analytical skill help him to identify and possible approaches to a situation.

**QUESTION 2**

**The challenges and opportunities for organizational behavior:**

**Challenges:**

1. **Diversity:** The workplace is becoming diverse. People are coming from different backgrounds and ages. The managers are facing difficulty how to this diversity in a way that it will bring positive impact.
2. **Organizational Behavior:** The difficulty for managers is to promote an ethical organizational behavior and culture such that employees will put their personal interests ahead of organizational interests.
3. **Globalization Response:** Due to globalization companies that were once local became global. Organizations have subsidiaries and it becomes difficult to bring the same organizational behavior in this subsidiary like the parent company.
4. **Technology and innovation:** Technology brings good things with it but it can also effect the old people in the organization. So ways should be found in which technology promotes inclusion and not exclusion.
5. **Laws:** Federal and state laws prohibit the discrimination of job applicants on the basis of races, religion, gender and age. HR managers must find ways to see if hiring managers are discriminating anyone.

**Opportunities:**

1. **Improving people's Skills:** Designing motivating jobs, creating effective teams, techniques for improving interpersonal skills
2. **Working in network organization:** Global working through one link (INTERNET)**.** Technology changes the way people work together and communicate at thousands of miles. People can work from non-office locations.
3. **Helping employees balance work-life Conflicts:** Flexible working hours, Creating opportunities for employees, Job security.
4. **Improving Customer Service:** OB can improve organization performance by showing employees attitude and behavior are associated with customer satisfaction.

**Question number 3**

**Biographic characteristics include:**

* Age
* Gender
* Race
* Tenure
* Religion
* Sexual orientation
* Gender identity

1. **Age:** Age is an increasingly relevant characteristic as the workforce is aging. Older men have knowledge and experience but their productivity declines with age.
2. **Gender:** In work it has been found that there is little difference between men and women but generally women tend to find easier and flexible jobs for themselves.
3. **Race and ethnicity:** It has been shown that in workplace people like to get together with people like themselves. In some cases, some people may be given opportunities because they are like there managers.
4. **Tenure:** Tenure is seen positive as it shows people have stayed in their particular job because they are happy with their job and have spent a lot of time.
5. **Religion:** Religion may also effect work outcome due to religious restrictions such as dress and grooming
6. **Sex:** Sexual orientation and gender identity are not protected by federal law and as planned result they are handled differently by most employees.