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Question 1 Part A

What are the Management Functions?

Ans: They include :

- 1) **Planning:** Planning is the management function that involves setting goals and deciding how to best achieve them. This helps them move in a focused direction.

- 2) **Organizing:** In this step we allocate resources and organize the employees according to the plan. Roles are identified and given to persons.

- 3) **Leading:** Leading is influencing the member of the organization to work together with the interest of the organization. Creating a positive attitude towards the work and goals among the members of the organization is called leading.

- 4) **Controlling:** Making sure the actions of the employees of an organization are directed towards attainment of a common goal and the work is being performed as planned by the management.

Question 1 Part B

There are 10 roles of management which are divided into three categories.

1) Interpersonal :

- Figurehead : Social, Cermonial and legal responsibilites. You are source of authority. People take inspiration from you.
- Leader : You provide leadership for your team.
- Liaison : Mangers must communicate with internal and external contacts.

2) Informational :

- Monitor : You seek out information related to your organization and industry. You also monitor your team.
- Disseminator : You communicate potential useful information to your colleagues and your team.
- Spokesperson : In this role you represent your organization. You transmit information about your organization to outside people.

3) Decisional :

- Entrepreneur : As manager you create and control change within the organization.
- Disturbance Handler : Solve disputes when they arise.
- Resource allocator : As a manager you shoul see if resources are available and also allocate them.
- Negotiator : Do negotiations with your team ,department or organization.

Question 1 Part C

Answer : There are **5** mangerial skills.

- 1) Technical Skills :** Technical skills involve skills that give managers the ability and the knowledge to use a variety of techniques to achieve their objective

- 2) **Conceptual Skills** : These involve the skills the managers present in term of the knowledge and ability for abstract thinking and formulating ideas.
- 3) **Human or Interpersonal Skills** : The human or Interpersonal skills are the skills that present the managers ability to interact,work or relate effectively with people.
- 4) **Decision making Skill** : In simple words a manager's job to make decisions that will lead the organization to the attainment of it's goals.
- 5) **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

Question 2

The challenges and opportunities for organizational behaviour :

Opportunities :

- 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 Behaviour** : The difficulty for managers is to promote an ethical organizational behaviour and culture such that employees will put their personal intrests ahead of organizational intrests.
- 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 behaviour 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 thousand 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 behaviour 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 their 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 affect 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 a result they are handled differently by most employees.