**ID 14641**

**SUBJECT ORGANIZATION BEHAVIOUR**

**SEMESTER 4TH**

**SUBMITED TO DR, ZIA U DIN SIR**

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**ANS 1.** **MANAGEMENT FUNCTION**

* **PLANNING**

 It is the important function of management which means deciding in advance what to do and by whom to do. Plans are very important to give the organization its goals and direction to achieve that goals.

* **Controlling**

 It is the most important function of management. Its means to check of the achieved goals against the plan which the management set for the achievement of such goals. It is important for the manager to check out and control such planning which are made for the achievement of the goals, if they are not satisfactory then the management change check out the plane and then change the plane.

* **Organizing**

 Organizing is the process of identifying and delegating responsibility, authority and establishing relationship for the purpose of the people to work effectively and achieve the goals of organization. The management arrange all the activities of the organization for the purpose of to achieve the objective of the organization very effective. It involves the recruitment.

 **Leading**

Leading is the function of management which is accomplished by communicating, motivating, inspiring, and encouraging employee toward a higher level productivity. Leading is use to motivate employee for the achievement of organizational goals.

**Management roles**

 **Interpersonal role**

In this role the manager involve to providing information and ideas.

* **Figurehead**

The manager must have social and legal responsibilities. The manger were expected to be a source of inspiration. People will look to the manger with the authority and as a figurehead.

* **Leader**

In this role the manager provide leadership for the team of organization, and the manger are manage the performance and responsibilities of all organization.

* **Liaison**

The manger would be communicate with the external and internal contact. The manager need to be able the effectively network on the behalf of the organization.

**Information roles**

The manager role in this category involve process information.

* **Monitor**

 In this role the manager take out the information related to the organization. And looking for the relevant change the organization according to the environment. And also monitor the team of organization for the effective performance and achieve the organizational goals.

* **Spoken person**

 In this role the manager must be a spoken person he will be speak for the organization. The manager are responsible for transmitting information about the organization and its goals the employee to achieve it.

**Decisional roles**

* **Entrepreneur**

 The manager create and control change within the organization. This mean manger is solving the problem, creating new ideas, and implementing them in the organization.

* **Disturbance handler**

 The manger must handle the disturbance in the organization. The manager take charge, and also help mediate dispute within the organization.

* **Resource allocator**

 The manager also need to determine where the organizational resource are the best applied. It mean the manager providing the funding as well as the efficient staff and other organizational resource.

**Management skills**

* **Conceptual skill**

 Conceptual skill is very important to the top level management because at the top level the manager prepare policies, planning, and abilities to design the future estimation. The manager must have the ability to see the problem and take out the solution for that problem.

* **Human skill**

 The human skill is very important for the middle level of management. Human skill is the ability to work other, motivate them, and communicating very effectively with other.

* **Technical skill**

 It very important for the lower level management. Because the worker must be professional in his field, and create the benefit for the organization. The manager must have technical skill for the effective performance to organization.

**ANS 2. Challenges and opportunities for the OB**

* **Responding to globalization**

 Today’s business is mostly market driven, where the demand exist irrespective of the distance, location, climatic condition, are expanded to gain the market share and to remain in top rank. Business operation are no longer restricted to a particular region. The company product are spreading across the nation using mass communication, internet etc.

* **Stimulating Innovation and Change**

 Today’s successful organization must innovation and be proficient in the art of change, otherwise the will become candidates for the extinction in due course of the time and vanished from their field of business. Victory will go to those organization that maintain flexibility, continually improve their quality, and beat the competition to the market place with a constant stream of innovation product and service.

* **Improving Ethical Behavior**

 The complexity in business operation is forcing the workforce to face the ethical dilemmas, where they are required to define the right and wrong conduct in order to complete their assigned activities.

* **Improving Customer Service**

 Organization behavior can contribute to improving an organization performance by showing drat hoe employees attitude and behavior are associated with customer satisfaction. To improve the customer service need to provide sales service and also after sale service.

* **Empowering People**

 The main issue is delegating more power and responsibility to the lower level of employees and assigning more freedom to make choices about their schedules, operation, procedure and the method of solving their work related problem.

* **Managing Workforce Diversity**

 This refer to employing different categories of employees who are heterogeneous in term of gender, race, relation, community, and elderly people etc.

**ANS 3. Biographic characteristic of divers**

* **Age**

Age is the increasingly relevant characteristic as the workplace is aging older workers bring them a wealth of knowledge and experience, but the perception is that productivity often decline with age.

* **Gender**

 In the organization it has been found that there are very few difference between men and women that impact job performance. The women are weak with comparing to the men the women cannot do such strong difficult job while men are do it.

* **Race and ethnicity**

 It has been shown, however that people in the workplace do identify more with people like themselves so in the some cases there may be opportunities given to people based on the fact that are like their supervisor.

* **Tenure**

 Tenure is seen as a positive as it signifies that people are happy with their employment because they have remained in their job for a long period of time.

* **Religion**

 Religion may impact work outcome due to religious restriction, such as dress and grooming.

* **Sex**

 Sexual orientation and gender identity are not protected by federal law and as a result they are handled differently by most employees.

* **Disability**

 A physical or mental condition that limits a person’s movement, senses, or other activities.

* **Ability**

 Talent, skill or proficiency in a particular area. It is current capacity of an individual to perform various task in a job.