

Name	NAVEED AHMAD
ID Number	14773
Submitted to	SIR ZIA UD DIN
Subject	ORGANIZATION BEHAVIOR
Department	BBA

Q no 1; part A:-

Ans-1 part A:-

A:- Management function:

1) Planning:-

It is the basic function of management. A process that includes defining future goals, establishing strategy and developing plans to achieve these goals and coordinate activities.

2) Organizing:-

Determining what task are to be done, who is to do them, how these task are to be grouped. The process of dividing work into selections and

3) Staffing:-

Staffing has assumed greater importance in the recent years due to advancement of technology. Increase in size of business complexity of human behavior etc. the main purpose of the staffing is to put the right person in right job.

4) Directing:-

It is the Part of managerial function which activates the organizational methods to work efficiently for achievement of organizational purpose. Initiates actions, integrate employee, efforts, means of motivation. Directing is an important management tool just like planning, organizing and staffing.

5) Controlling:-

Monitoring activities to ensure they are being accomplished as plan and correcting any significant deviation.

Q no 1,Part B:-

B:- Management roles:-

Interpersonal Roles:- Interpersonal roles are roles that involve people (subordinates and person outside the organization) and other duties that are symbolic.

1-Figurehead:-

The figurehead perform symbolic legal or social duties. All social inspiration, legal and ceremonial obligation.

2-Leader:-

The leader builds relationships with employee and communicates with, motivates and coaches them.

Duties are at the heart of the manager subordinate relationships and include structuring and motivating subordinates.

3-Liaison:-

The liaison maintains the network of contacts outside the work unit to obtain information. Describe the information and communication obligation of a manager.

1) Information roles:-

Informational roles involve receiving, collecting, and disseminating information. These informational roles are all about receiving and transmitting so that manager can serve as the nerve center of their organization.

4-Monitor:-

The monitor seeks internal and external information about issues that can affect the organization. All the information gained in this capacity must be stored and maintained.

5-Disseminator:-

The disseminator transmits information internally that is obtained from either internal or external sources.

(1) Decisional roles:-

Decisional roles revolved around making choices. Manager's interpersonal roles lead to decisional roles.

Information and resources that are collected and gathered by the interpersonal make a manager able to play decisional roles.

6-Entrepreneur:-

The entrepreneur acts as an initiator, designer, and encourage change and innovation. Roles encourage managers to create improvement projects and work to delegate, empower and supervise teams in the development process.

Q no 1, Part C:-

Management skills:-

A good manager has all the skills and can implement those skills for running the organization properly.

1-Technical skill:-

Technical skill is knowledge and proficiency in activities involving methods, processes and procedure. Thus it involves working with tools and specific techniques of a field of activities.

2-Conceptual skill:-

Conceptual skill is the ability to see the "big picture" to recognize significant elements in a situation and to understand the relationship among the elements.

Conceptual skill is the ability to coordinate and integrates all of an organizations interests and activities.

A manager's ability to think in the abstracts and to view the organization holistically is important.

3-Interpersonal and communication skill:-

Communication skill for manager is must. The manager must be able to convey ideas and information to other and receive information and ideas from others efficiently.

A manager job is to control the entire subordinate and give high level manager or administrator information about what's going on.

Decision Making Skill

In simple words, a manager's job is to make decisions that will lead the organization to the attainment of its goals.

Decision making skill is the skill that makes a manager able to recognize opportunities and threat and then select an appropriate course of action to tackle them efficiently so that the organization can benefit them.

Diagnostic and Analytical Skills

A good manager has Diagnostic and Analytical skills in his bags. Diagnostic skill 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. Manager diagnostic skill and Analytical skill helps him to identify possible approaches to a situation.

After that it also helps a manager to visualize the result or outcomes of these approaches. This skill sounds similar to the decision making skill, but it is the skill required to make the decision.

Question 2

Answer

Understanding organizational behavior has never been more important for managers. Take a quick look at dramatic changes in organizations. The typical employee is getting older; more women and people of color are in the workplace; corporate downsizing and the heavy use of temporary workers are severing the bonds of loyalty that tied many employees to their employers; global competition requires employees to become more flexible and cope with rapid change. The global recession has brought to the forefront the challenges of working with and managing people during uncertain times.

During difficult economic times, effective management is often at a premium. Anybody can run a company when business is booming, because the difference between good and bad management reflects the difference between making a lot of money and making a lot more money. When times are bad, though, managers are on the front lines with employees who must be fired, who are asked to make do with less, and who worry about their futures. The difference between good and bad management can be difference between profit and loss or ultimately, between survival and failure. In good times, understanding how to reward, satisfy and retain employees is at a premium. In bad times, issues like stress, decision making and coping come to the fore.

Challenges and Opportunities for Organizational Behavior:

- 1) Increased Foreign Assignments
- 2) Working with people from different cultures
- 3) Improving customer service
- 4) Stimulating innovation and change
- 5) Coping with temporariness
- 6) Helping employees balance work life conflicts
- 7) Improving ethical behavior
- 8) Responding to Globalization.
- 9) Empowering People.

Question 3

Answer

Biographical Characteristics

such as age, gender, race, and length of tenure - that are objective and easily obtained from personnel records. These characteristics are representative of surface-level diversity.

Biographical Characteristics Explanation

Biological attributes are characters or characters that impact an individual. These attributes regularly influence an individual in one manner or the other inside an association or inside society. Individual attributes, for example, age, sexual orientation, race and length of residency that are target and effectively gotten from work force records are instances of true to life qualities.

Think about "memoir," which means a story or point by point portrayal of somebody's life. To create a memoir, explore regarding the matter of the life story must be done, and true to life qualities are noted. Numerous businesses do inquire about on these attributes to pick the most ideal possibility for the activity.