**ID 16934**

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**Department:- BBA**

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Q1

Management

There are different definitions of management .Most of the people would define management as an art, whereas others would define it as a science

Management is a process or procedure used to complete organizational aims and objectives; that is, a process that is used to attain what an organization wants to achieve. An organization could be a business, a school, a city, a group of volunteers, or any governmental entity. Managers are the people to whom this management and they achieve the desired goals through

• Planning

• Organizing

• directing, and

• controlling

Implementation of management

Management consists of different strategies and methods for its effective implementation. It can be implemented effectively by considering the following points

• Build an effective leadership team

• Create an implementation plan

• Allocate budgetary resources

• Assign objectives and responsibilities

• Align structures and processes

• Align people

• Communicate the strategy

• Review and report on progress

• Make strategic adjustments as necessary

• Develop an organizational culture that supports the strategy

B)

There are three levels of management. They are as under

1. Top level / Administrative level

2. Middle level / Executory

3. Low level / Supervisory / Operative / First-line managers

Top level

Top-level managers, or top managers, are also called senior management or executives. These folks are at the top one or two levels in an organization, and hold designations such as: Chief Executive Officer (CEO), Chief Financial Officer (CFO), Chief Operational Officer (COO), Chief Information Officer (CIO), Chairperson of the Board, President, Vice president, Corporate head

Middle-level managers

General managers, branch managers, and department managers are all examples of middle-level managers. They are responsible to the top management for their department’s function.

Low-level managers

Supervisors, section leads, and foremen are examples of low-level management titles. These managers focus on controlling and directing. Low-level managers usually have the accountability of:

• Assigning employees tasks

• Guiding and supervising employees on day-to-day activities;

Q2 A)

Scientific management

Scientific management is a management theory that examines work flows to progress economic effectiveness, particularly labor production. This management theory, developed by Frederick Winslow Taylor, was popular in the 1880s and 1890s in U.S. manufacturing industries.

Classical Management

The Classical Management Theory is supposed to have invented around the year 1900 and controlled management thinking into the 1920s, focusing on the efficiency of the work process. It has three schools of thinking: Scientific management, which looks at ‘the best way’ to do a job; Bureaucratic management, which focuses on rules and procedures, hierarchy and clear division of labour; and Administrative management, which emphasizes the flow of information within the organization.

Behavior management include all of the movements and sensible indecisions to improve the possibility people, separately and in groups, choose behaviors which are personally fulfilling, productive, and socially acceptable. There is a great deal of research related to "behavior change" and "behavior management".

B)

The different roles are as follows

1. Figurehead.

2. Leader.

3. Liaison.

4. Monitor.

5. Disseminator.

6. Spokesperson.

7. Entrepreneur.

8. Disturbance Handler.

9. Resource Allocator.

10. Negotiator.

Q3

A

A chain of tests were showed by Mayo and Roethlisberger in an electricity factory called the Western Electric company at their Hawthorne plant known as Hawthorne Works, at Illinois, in USA, on factory workers between 1924 and 1932. These studies are known as Hawthorne Studies. Initially, the study focused on effect of lighting on productivity and later was enhanced to study the social effects..

Example Bank Wiring Room:

The Bank Wiring Room, helped in studying the social effects. During this study some workers were put in a special room, and placed an observer full time in the room to record everything that happened. The kind of work done was assembling telephone switching equipment. The process was broken down into three tasks: wiring, soldering and inspection. Besides looking at the social organization of the group, they kept track of performance variables, like quality of work and amount of work

B)

Theory x and theory y assumptions

Theory-X assumptions are

(1) most people dislike work and will avoid it to the extent possible, therefore

(2) they must be continually coerced, controlled, and threatened with punishment to get the work done, and that

(3) they have little or no ambition, prefer to avoid responsibility, and choose security above everything else.

Theory-Y assumptions are:

(1) physical and mental effort are natural and most people (depending on the work environment) find work to be a source of satisfaction,

(2) they generally, on their own motivation, exercise self-control, self-direction, creativity, and ingenuity in pursuit of individual and collective (company) goals,

(3) they either seek responsibility or learn to accept it willingly, and that (4) their full potential is not tapped in most organizations.