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***QUESTION 1A: MANAGEMENT FUNCTION:***

There are four activities in management function.

* ***Planning.***
* ***Organizing.***
* ***Leading.***
* ***Controlling.***
* ***Planning:***

Set of plans that keep us in various activities and also help us in establishing overall goals.

* ***Organizing:***

How various activities to be done and who is to do them. How task are to be grouped and decision are made accordingly and who reports whom.

* ***Leading:***

Every organization has people and it is management job to direct and co-ordinate those people.to management motivated employees and carrying those various activities.

* ***Controlling:***

To ensure the ongoing activities are, as they should, management must monitor organizational performances and compare with previously set goals.

***(B):*** ***MANAGEMENT ROLE:***

Management has various roles according to employees activities.

***Interpersonal role:*** All managers are required to perform duties that are ceremonial and symbolic in nature.

* **Figure head:** Symbolic head required to perform a number of routine duties of a legal or social nature.
* **Leade*r***: Responsible for the motivation and direction of employees.
* **Liaison**: Maintain a network of outside contacts which provide favors and information.

***Informational roles:***

All managers, to some degrees, collect information from outside organization and institutions typically by scanning the news media and talking with other people to learn of changes in the public tastes, what competitors maybe planning and the like Mintzberg called this the Monitor role.

* **Monitor:** Receives a wild variety of information; serves as nerve center of internal and external information of the organization.
* **Disseminator:** Transmits information received from outsiders or from another employees to members of organization.
* **Spokesperson:** Transmit information to outsider on organization’s plans, policies, actions, and results; serve as expert on organization’s industry.

***Decisional roles:***

Mintzberg identify four rules that required making choices. In the entrepreneur role, managers and initiate and oversee new projects that will improve their organization’s performance. As disturbance handler’s, managers take corrective action in response to unforeseen problems. As resource allocators managers are responsible for allocating human, physical, and monetary resources. Finally, managers, perform a negotiator role, in which they discuss issues and bargain with other units (internal or external) to gain advantages for their own unit.

**Entrepreneur**: Searches organization and its environment for opportunities and initiates projects to bring about change.

**Disturbancehandler**: Responsible for corrective action when organization faces important, unexpected disturbances.

**Resourceallocator*:*** Makes or approves significant organizational decisions.

**Negotiator*:*** Responsible for representing the organization at major negotiations.

**QUESTION(2)**

***Challenges and opportunities:***

Understanding organizational behavior has never been more important for managers. Take a quick look at the dramatic changes in organizations. The typical employee is getting older, the workforce is becoming increasingly diverse, and global competition requires employees to become more flexible and cope with rapid change. As a result of these changes and others ,employment options have adapted to include new opportunities for workers.

***Economic pressures:***

When the U.S economy plunged into a deep and prolonged recession in 2008, virtually all other economies around the world followed suit .Layoffs and job losses were widespread, and those who survived the ax were often asked to accept pay cuts.

***Continuing Globalization:***

Organizations are no longer constrained by national borders. Samsung, the largest South Korean business conglomerate, sells most of its products to organizations in other countries, Burger King is owned by a Brazilian firm, and McDonald’s sells hamburgers in more than 118 countries on six continents.

***Increased Foreign Assignments:***

You are increasingly to find yourself in a foreign assignment-transferred to your employer’s operating division or subsidiary in another country.

***Working with people from different cultures:***

When in your own country, you’ll find yourself working with bosses ,peers, and other employees born and raised in different cultures. What motivates you may not motivate them.

***Overseeing Movement of jobs to Countries with Low-Cost labor:***

IT Is increasingly difficult for managers in advanced nations, where the minimum wage can be as high as $20 an hour, to compete against firms that rely on workers from developing nations where labor is available for as little as nine cents an hour.

***Adapting to Differing Cultural and Regulatory Norms****:*

To be effective, managers need to know the cultural norms of the workforce in each country where they do business. For instance, in some other countries a large percentage of the work force , enjoys long holidays. There will be country and local regulations to consider too.

***Question (3):***

***Workforce Diversity:***

One of the most important challenges for organizations is workforce diversity, a trend by which organizations are becoming more heterogeneous in terms of employees’ gender, age, race, ethnicity, sexual orientation, and other characteristics. Managing this diversity is a global concern.

***Customer Service:***

Service employees include technical support representative, fast-food workers, sales clerks, nurses, automobile repair technicians, consultants, financial planners, and flight attendants.

***People skills:***

As you proceed through the chapters of this text, we’ll present relevant concepts and theories that can help you explain and predict the behavior of people at work. you’ll also gain insights into specific people skills you can use on the job. For instance, you’ll learn ways to design motivating jobs, techniques for improving you management skills, and how to create more effective teams.

***Networked organizations:***

Networked organizations allow people to communicate and work together even though they maybe thousands of miles apart. Independent contractors can telecommute via computer and change employers as the demand for their services changes.

***Social Media:***

Social media in the business world is here to stay. Despite its pervasiveness, many organizations continue to struggle with employee’s use of social media in the work place. In February 2015, a texas pizzeria fired an employee before she showed up for her first day of work after she tweeted unflattering comments about her future job. In December 2014, Nordstorm fired an Oregon employee who had posted a personal facebook comment seeming to advocate violence against white police officers.

***Employee Well-being at work****:*

The typical employee in the 1960s or 1970s showed up at a certified workplace Monday through Friday and worked for clearly defined 8 or 9 hour chunks of time. That’s no longer true for a larger segment of today’s workforce, since the definition of the work place has expanded to include anywhere a laptop or smartphone can go.

***Positive work environment:***

A real growth area in OB research is positive organizational scholarship (also called positive organizational behavior), which studies how organizations develop human strengths, foster vitality and resilience, and unlock potential. Researchers in this area say too much OB research and management practice has been targeted toward identifying what’s wrong with organizations and their employees, In response, they try to study what’s good about them.

***Ethical Behavior:***

In an organizational world characterized by cutbacks, expections of increasing productivity, and tough competition, it’s not surprising many employees feel pressured to cut corners. Break rules, and engage in other questionable practices.