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**Semester: 4th Subject: Organizational behavior**

**Q1) Please discuss the following:**

1. **Management functions**
2. **Management Roles**
3. **Management Skills**

**Ans) Management definition:**

“Management is the art of knowing what you want to do and then seeing that it is done in the best and cheapest way.”

1. **Management functions**

It is the systematic way of doing things. It’s a process to engage all the managers irrespective of their aptitude or skills.

**Basic functions:**

There are four basic management functions

1. **Planning**

Planning is decision making , regarding the goals and setting the future course of action from a set of alternative to reach them. Planning involves selecting missions and objectives and the actions to achieve them. Planning helps maintain managerial effectiveness by guiding future activities.

1. **Organizing:**

Organizing can be defined as the process by which the established plans are moved closer to realization. Organizing is deciding where decisions will be made, who will do what jobs and tasks, who will work for whom, and how sources will assemble. And its important to make sure that all people assigned for different tasks can do their best.

**Leading:**

Creating a positive attitude towards the work and goals among the members of the organization is called leading. It is required as it helps to serve the objective of effectiveness and efficiency by changing the behavior of the employees.

1. **Controlling:**

Monitoring the organizational progress toward goal fulfillment is called controlling. Controlling is measuring, comparing, finding deviation and correcting the organizational activities which are performed for achieving the goals or objective.

1. **Management Role:**

Henry mintzberg divided management roles into three categories interpersonal, informational and decisional roles.

1. **Interpersonal role:-**

Management is largely about interpersonal relations between the manager and people both side and outside the organization. It includes figurehead, leader and liaison.

For Example:

John serve in his interpersonal role while acting as a figurehead, leader, and liaison. As a figurehead, he represents the face of the company when interacting with people. He also serves as a leader to his team and act as a liaison between his team members and upper management.

1. **Informational role:-**

Management is also about managing information. It includes collecting information, receiving information and disseminating information.

1. **Decisional role:** Managers are decision makers. Decisional role includes entrepreneurs**,** disturbance handler**, resource** allocatorand **negotiator.**

**For Example:**

Ahmad must often seek creative solutions to problems just like an entrepreneur. He is also responsible for managing and allocating resources to accomplish his production goals. In addition, he must handle unanticipated complications that disrupt his team and its goals, known as disturbance handing. Finally he need to be deft negotiator to resolve conflicts.

1. **Management Skills:**

Following are the skills necessary for management

* **Technical skill**

Technical skills involve skills that give the managers the ability and the knowledge to use a variety of techniques to achieve their objectives.

* **Conceptual skill**

These involve the skills managers present in term of the knowledge and ability for abstract thinking and formulating ideas.

* **Interpersonal and communication skills**

The interpersonal are the skills that present the managers ability to interact effectively with people with great communication skills because it can determine how well information is shared throughout a team.

* **Decision making skill**

Another vital management skill is decision-making. A good manager needs to possess great decision-making skills for success in achieving organizational objectives.

* **Diagnostic and Analytical skills**

Diagnostic skills allow a manager to identify a particular problem whereas, analytical skills are the problem solving skills.

**Q2) What are the challenges and opportunities for organizational behavior**

* **Organizational behavior:-**

Organizational behavior is the study of both groups and individual performance and activity within an organization

**Challenges and opportunities for organizational behavior:-**

Challenges and opportunities for organizational behavior are massive and rapidly changing for improving productivity and meeting business goals.

Main challenges and opportunities for organizational behavior are as follow

1. **Improving quality and productivity:-**

Quality of the products should be best and productivity shall be more.

1. **Improving people’s skills:-**

Skills of the workers and other related things to management shall be improved.

1. **Total quality management:-**

It means that the every member of the staff must be committed to maintaining high standards of the company’s operations. Continous improvement of all organizational process include, An Intense focus on the customer, accurate measurement and much more.

1. **Responding to Globalization:-**

Organizations are no longer constrained by national borders , world become global village. Online presence of companies becomes the most emerging requirement of every business. For example , Amazon conducts the majority of its business operations worldwide via its internet

Portals rather its physical outlets.

1. **Empowering people:-**

According to the Harvard Business Review research “When employees feel empowered at work, Its associated with stronger job performance , job satisfaction and commitment to the organization”

1. **Stimulating innovation and change:-**

It stimulates innovation and changes in the business.

**Q3) What are the biographic characteristics of divers**

**Biographic characteristics**

Biographic characteristics includes age, gender and race. It also includes tenure, religion, sexual orientation and gender identity.

1. **Age:-**

Age is an increasingly relevant characteristics as the workforce is aging. Older workers bring with them a wealth of knowledge and experience, but the perception is that productivity often declines with age.

1. **Gender:-**

In the work place, it has been found that there are very few differences between men and the women that impact job performance. However, women ,especially those with pre-school age children, do prefer flexible work schedules.

1. **Race and Ethnicity:-**

Issue of favoritism and perception is depend on race. Employees tend to favor colleagues for their own race in performance evaluations, promotion decisions, pay raises.

Race and ethnicity have been studied as they relate to employment outcomes such as hiring decisions, pay and work place and discrimination.

**Sex:-**

1) There are no consistent male-female differences in problem solving ability ,analytical , competitive drive, motivation, sociability, or learning drive.

2) Whereas, Psychological studies have found women are more agreeable and willing whereas men are more aggressive and more likely to have expectations of success, but those differences are minor.

1. **Tenure:-**

Often, 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.

1. **Religion:-**

Religion may also impact work outcomes due to religious restrictions, such as dress and grooming.