

## Chapter-8

### Other management functions

#### Very short answer question

1) What is motivation?

⇒ Motivation is a reported urge or tension to move in a given direction or to achieve a certain goals

2) Mention the process of motivation

⇒ Awareness of need  
Stimulus for action  
Fulfilment of need  
Discovery of new need

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3) Mention any four importance of motivation

- ⇒
- Higher productivity
  - Utilisation of factors of production
  - Best remedy for resistance to change
  - Healthy industrial relation

4) Mention the techniques of motivation

- ⇒
- Monetary reward
  - Participation
  - Modification of behaviour
  - Modification of work schedule
  - Management by objectives

5) What is self-actualization needs

⇒ It refers to the highest human need, where individuals strive to achieve their full potential, creativity and personal growth.

6) Mention the motivating factors of Herzberg's dual factor theory of motivation.

- ⇒
- Achievement
  - Recognition
  - Advancement
  - Personal growth
  - Responsibility
  - Work itself.

7) What is supervision?

⇒ Supervision is the function of assuming that the work is being done in accordance with the plan and instruction.

8) Mention the role of supervisor.

- ⇒
- As a mediator
  - As a leader
  - As an evaluator

9) Mention any four functions of supervisor.

- ⇒ - Planning the work
- Co-ordinating the activities
- Providing leadership
- Controlling
- Preserving records

10) Define communication.

⇒ Communication is a process of exchanging information and understanding between individuals of organisation.

11) Mention the process of communication.

- ⇒ Sender
- Message
- Encoding
- Medium
- Receiver
- Decoding
- Feedback

12) Mention any four essentials for effective communication.

- ⇒ - Clarity of information
- Adequacy of message
- Consistency of message
- Feedback
- Understanding the receiver
- Medium of communication
- Language

## Short/long questions

1) Explain the importance of motivation.

→ Higher productivity:- With the help of motivation, organisation can attain higher level of productivity. It ultimately prospers both the organisation and subordinates.

- Utilisation of factors of production:- Human resources is one of the important resources. If this resources is utilised positively then only one other factor can be utilised properly.

- Best remedy for resistance to change:- The sign of development is changes in work and work techniques. The changes in organisation and its working styles are usual phenomenon.

- Healthy industrial relation:- Motivation creates healthy industrial relation within the organisation. The relation of management and trade union will be very friendly.

- Improvement in co-operation:- Due to effective motivation, the employees will be ready to co-operate in the succession of the organisation. Prosperity in both sides can be observed if motivation is implemented within the organisation in true sense.

2) What are the techniques of motivation? Explain.

→ Monetary reward :- Money is the reward for work. ~~res~~ reasonable pay based on performance should be fixed for employee motivation.

- Participation :- Participation of employees in decision making process is very effective motivation technique.

- Modification of behaviour :- A manager can improve motivation and employees efficiency through modification of their existing behaviour.

- Modification of work schedule :- Work schedule can be modified as a motivation technique. The manager can change the office time, the office hours, working days.

- Management by objectives :- MBO is also considered one of the effective motivational technique. It used for self assessment and control of performance.

3) Define motivation and explain its process.

→ Motivation - can be defined as a willingness to expend energy to achieve a goal or reward.

The process of motivation are as given:-

- Awareness of need:- The motivation process starts with the awareness of a need. It is a kind of deficiency the employee feels.
- Stimulus for action:- In order to fulfill the need and remove the tension, the person takes some action.
- Fulfillment of need:- The work or action of the employee may satisfy his need and thus he feels motivated to work hard.
- Discovery of new need:- Once a need is fulfilled, the employee raises another level of new need. Need awareness and need fulfillment is a continuous process of human being.

4) Explain Maslow's need hierarchy theory of motivation.

Maslow's theory

→ Unlimited wants:- Human wants are unlimited and never ending. As soon as one of his wants is satisfied, another appears in its place.

- Dissatisfied need is a motivator:- If need are satisfied, man need lose his willingness to work and his capacity too.

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- Hierarchy of importance:- Among the human needs, one can easily ascertain the most important to less important needs.

5) Explain the Herzberg's dual factors theory of motivation.

➤ Hygiene factors:- Hygiene factors are also known as dissatisfiers or maintenance factors. These are external to the job itself. The presence of these factors does not motivate employees but the absence of these cause dissatisfaction.

The following are the hygiene factors:-

- Company policy and administration
- Supervision
- Relationship with supervisor
- Salary
- Job status

• Motivating factors:- Motivating factors are also known as motivators or satisfiers factors. These factors are job centred and relate directly to the job itself.

The following are the motivating factors:-

- Achievement
- Recognition
- Advancement
- Personal growth
- Responsibility
- Work itself.

6) Who is a supervisor? What are his functions? Explain

→ The person who plays a parental role in the work place. He guides, supports, motivates, co-ordinates, monitors and solves the problems of employees.

The functions of supervisor are :-

- Planning the work :- The supervisor has to plan the work to be performed by his subordinates. He has to make work schedule for smooth flow of operation.

- Co-ordinating the activities :- The supervisor has to co-ordinate the efforts and activities of the employees toward the achievement of common goal.

- Providing leadership :- The supervisor performs the functions as a leader. He motivates people and lead them for the attainment of corporate goal.

- Controlling :- The supervisor acts as a controller in work place. He provides target to each worker and compares the performance with the target.

7) Explain the factors affecting effective supervision.

→ - Knowledge of inputs :- For effective supervision, supervisor must have knowledge of rules and regulations, installations, equipment, minor machines, production.

- Leadership skills:- Effective supervision requires effective leadership. A supervisor should be a leader in the true sense.
- Communication skill:- Another factor for effective supervision is effective communication. One of the functions of a supervisor is to issue order with sufficient.
- Human relation skills:- The supervisor gets the things done by others for which he must establish an effective human relation.
- Impartiality:- A supervisor should be impartial, open minded and fair in dealing with the day-to-day problems of his work group.

Q) Explain the importance of supervision.

- > Guideliness:- The workers and subordinates perform the work under the supervision of a supervisor. A supervisor guides the workers and provides instructions to the workers.
- Regular monitoring:- Under supervision, a supervisor regularly evaluates the performance of the subordinates.
- Continuous feedback:- Supervision is important from the feedback point of view. The supervisor provides feedback to the workers for their better performance.

- Sense of goal and directions - Generally, the employees do not know the corporate goals. They remain unaware of the directions relating to the organisation.

9) Explain the importance of communication in business.

→ - Necessary for planning - Communication facilitates planning in a number of ways. Participation of executives in planning is a pre-condition for getting the task done.

- Helps in co-ordination - In each enterprise, the work to be done is always sub-divided into several interrelated departments or sections.

- Basic of effective leadership - A good communication system brings the manager and subordinates in close contact with each other removes misunderstanding.

- Improves superior-subordinate relationships - Communication improves the relationship between the superior and subordinate as a result of flow of information and discussion between them.

- Helps the process of motivation and morale - Motivation and morale of employees largely depend upon the effectiveness of communication.

10) Describe the process of communication.

> - Sender :- The person who passes the information is sender. He is the communicator or speaker or writer or actor.

- Message :- It is the subject-matter of communication. It is the piece of information which is to be transmitted to the receiver.

- Encoding :- It is the act of converting sender's message into a piece of writing or symbol or sound or number or picture or gesture in order.

- Medium :- The encoded message is transmitted through a medium which is called channel of communication.

- Receiver :- The receiver is the listener or reader or viewer who gets the message from the sender through a channel.

- Decoding :- The act of deriving meaning of the message by the receiver is called decoding. In this step, the receiver analyses and interprets the message.

11) Explain the essentials of effective communication.

→ - Clarity of information: The first essential of effective communication is the clarity of information.

- Adequacy of message: The message to be communicated should be adequate and complete in all respects since incomplete information ~~is~~ turns out to be dangerous.

- Consistency of message: The message to be communicated should not be mutually conflicting rather it should be in line with overall.

- Feedback: Feedback is an important method of ensuring effective communication. It refers to the confirmation of the idea communicated whether the recipient is agreed or disagreed.

- Understanding the receiver: The receiver is the person for whom the message is intended. The receiver decodes that the message for proper understanding.

12) Explain the barriers to effective communication.

→ - Organizational barriers: It includes poor organization's culture, climate, stringent rules, regulations, status, relationship, opportunities for growth.

- Physical barriers :- Physical barrier refers to the environmental factors which obstruct the communication.

- Semantic barriers :- Semantic is the study of the meaning of words. The words used for communication have different meaning for different persons.

- Psychosocial barriers :- These types of barriers are created from individual motivational motives, emotion and attention.

- Social barriers :- Social barriers develop when people in one part of an organization have different work culture than that of another part.

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Date 09/04