

Chapter - 9

Contemporary issues on management

Very short Q.A

1) What is conflict management?

→ Conflict management is the process of converting organisational disputes into a group discussion and bringing the best possible outcome for the better health of the organisation.

2) Mention the characteristics of conflict management.

- - Natural phenomenon
- Unavoidable phenomenon
- Consequence of conflict
- Represents differences
- Ever-changing.

3) Mention the level of conflict.

- 1) Conflict within the individual
- 2) Interpersonal conflict
- 3) Intergroup conflict
- 4) Inter-organisational conflict.

4) Mention the sources of conflict management

- ⇒ - Sources of Interpersonal conflict
- Sources of Intergroup conflict.

5) What is talent management

⇒ Talent management can be defined as an integrated organizational process in HR which is required for motivating developing, attracting, retaining and engaging employees.

6) Mention the importance of talent management

- ⇒ - Attract top talent
- Employee motivation
- Continuous coverage of critical roles
- Increase employee performance
- Engaged employees
- Improve business performance
- Higher client satisfaction

7) What is quality management.

⇒ Quality management is the act of overseeing all activities and tasks needed to maintain a desired level of excellence.

8) What are the components of quality management.

- ⇒
- quality planning
 - quality control
 - quality assurance
 - quality improvement

9) What is supply chain management.

⇒ Supply chain management is the management of the flow of goods and services and includes all processes that transform raw materials into final products.

10) Mention the importance of supply chain management.

- ⇒
- Boost to customer service
 - Reduce operating costs
 - Helps to fulfill space gap
 - Helps to fulfill time gaps

11) What is family business?

⇒ Family business is concerned with the ownership, control and direct involvement by at least two members in its operation of a single family.

2) Mention the role of family business in the society.

> family business comprises of family members in business operations ensuring effective utilization of a house talent in family.

Short/long questions

1) Explain the characteristics of conflict management.

> - Natural phenomenon :- Conflict is a nature phenomenon. It is the gift of nature every manager must face it on regular basis while performing his functions.

- Unavoidable phenomenon :- Conflict cannot be avoided. It can only be managed. As long as there are people in the organisation, the conflict shows its existences.

- Consequence of conflict :- The consequence or impact of conflict can be constructive or destruction. The conflict of very high or low intensity can be destructive which hurts task performance.

- Ever-changing :- Conflict does not remain the same over period. At one time, it exist due to one situation and another time.

2) Explain the sources of conflict management.

> 1) Sources of Interpersonal conflict :- Interpersonal conflict refers to the conflict between two or more people working in an organisation.

- Personal differences :- A common source of interpersonal conflict is personal differences

- Informational deficiencies :- Another source of interpersonal conflict is informational deficiencies

- Role incompatibility :- Role incompatibility may be a cause of interpersonal conflict.

- Environmental stress :- A stressful environment is another source of interpersonal conflict.

2) Sources of Intergroup conflict :- Intergroup conflict is a disagreement that arises between two or more groups within an organisation.

- Diversity :- The most prominent cause of intergroup conflict is the nature of the groups.

- Incompatible goals :- One of the most common cause of intergroup conflict is incompatible goals.

- Poor communication :- little or no communication is another major cause of intergroup conflict.

3) Explain the importance of talent management.

→ Attract top talent :- Talent management gives organizations the opportunity to attract the most talented and skilled employees available.

Employee motivation :- Talent management helps organizations keep their employees motivated which creates more reasons for them to stay in the company.

Continuous coverage of critical roles :- Talent management equips companies with the tasks that require critical skill to plan and address the important and highly specialized roles.

Increase employee performance :- The use of talent management will make it easier for the business to identify which employee will be best suited for the job.

Higher client satisfaction :- A systematic approach to talent management means that there is an organizational integration.

4) Explain the components of quality management.

→ Quality planning:- Quality planning is the process for identifying which quality standards are relevant to the product and determining

- Quality control:- Quality control is a process which measures and determines the quality level of products.

- Quality assurance:- Quality assurance is a complete system to assure the quality of the products produced by the organization.

- Quality improvement:- The quality improvement is a system which expects to achieve better performance.

5) Explain the importance of supply chain management

→ Boost customer services:- Customers expect products to be available at the right location, right quantity, right time.

- Reduce operating costs:- Supply chain management helps to quickly deliver the products which helps to avoid holding cost of inventories.

- Helps to fulfill space Gap:- This is the gap that results because the manufacture of a product takes place at \neq one point.

- Increases Profitability:- Supply chain management help to control and reduce the supply chain cost.

- Job creation:- Supply chain professionals design and operate all of the supply chains in a society and manage transportation, warehousing..

6) Explain the role of family business in the society

⇒ - Contributing to economic development:- Family business plays an important role in the economic development of most of the countries.

- Spirit of entrepreneurship:- Family business contributes towards the development of entrepreneurship activities in the countries like nepal.

- Improvement of quality life of family:- In simple words, quality of life means level of enjoyment, comfort and health in one's life.

- Employment generation:- A family business is a kind of economic activities that is performed by the members of a family.