

Ch-2 - Management History

* Explain Major Approach of a Management.

⇒ There are Five major approach of a Management.

- 1) Historical
- 2) Classical
- 3) Quantitative
- 4) Behavioral
- 5) Contemporary

1 Historical Background:

There are two main event in management History.

a) Adam Smith:

Adam Smith published the Wealth of Nations.

Adam Smith gives a division of labor principle.

In division of labor Principle, job breakdown into the narrow.

cii) Industrial Revolution :

Industrial Revolution, Human labor is convert into the machine power.

It is use to create larger Organization.

2 Classical Approches :

These First Studies of management described as the Classical Approches.

There are main two theories in classical approches.

- ci) Scientific Management
- cii) General Administrative.

ci) Scientific Management :

Scientific Management theorie give by a W. Taylor.

W. Taylor is also known as Father of Scientific Management.

In this management, we have to use scientific method for work.

Using scientific method, we have to find "one best way" to do this work.

Principle:

1. Develop a science for each element.
2. Scientifically select and then teach work.
3. Divide work and responsibility equally between worker and management.

cii) General Administrative:

General Administrative theories given by Henri Fayol.

Henri Fayol is also known as a Father of General Administrative Management.

Henri Fayol Gives 14 Principles For Management.

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Explain Fayol's 14 Principles.

There are 14 Principles of Henri Fayol's.

- 1 Division of Work: Using division of work, we can increase output.
- 2 Authority: Manager must be able to give order.
- 3 Discipline: Employee must follow rules of organization.
- 4 Unity of Command: Only one person gives command to all employee.
- 5 Unity of Direction: Organization work only one plane.
- 6 Remuneration: Workers must be paid fair amount of work.

- 7 Subordination of Individual Interests: The interests of every employee must be satisfied.
- 8 Centralization: Only one member can decision for organization.
- 9 Scalar Chain: Organization must follow level of management.
- 10 Order: People and materials should be at right time and right place.
- 11 Equity: Manager should be fair and kind.
- 12 Stability of tenure of Personnel: Organization ensure that replacement are available.
- 13 Initiative: Employee can carry out plan will exert high level.
- 14 Esprit de corps: Promoting the team spirit and unity in organization.

3 Quantitative Approach:

The use of Quantitative approach is improve decision making.

In Quantitative approach we have to use Total Quality Management.

(* Explain TQM with Principle:

Total Quality Management Provides long-term success.

There are 6 Principle of Total Quality Management.

1 Intense focus of Customer:

Organization Organize resources to best serve customer start with clear understanding of Customer need.

2 Continual Improvement:

Quality Management committee can always improve a quality

3 Process focused:

Quality management focuses on work process improvement.

4 Improvement in Quality:

Quality Management handles how product will be delivered or how company will respond.

5 Accurate Measurement:

Quality Management uses scientific instruments to measure variables in the process.

6 Empowerment of employees:

Quality Management always works on finding the problem of employees and solving the problem.

4 Behavioral Approach:

The field of study that research the behavior of people at work place, this is called Organizational Behavior.

Behavioral approach have one theory.

* Explain Hawthorne Studies:

Hawthorne Studies is use to study worker behavior at work place.

Hawthorne Studies is conducted at the Western Electric Company.

Hawthorne Studies can study on Western Electric industrial engineers.

In Hawthorne Studies, they wanted to examine the effect of various lighting level on worker productivity.

For this studies, One group of engineer placed in low intensity light area.

Then some people observe the engineer group. After some time intensity of light increase.

After that compare the low intensity a light time work and high intensity light time work.

Here, High Intensity light time work output is more compare to low intensity light time work output.

Therefore, we can say that environment of work can effect the behaviour of a work.

For efficient efficient output we have to provide best environment.

5 Contemporary Approach.

=> In Contemporary approach we can organize different situations and require different ways of managing.

There are two theories of Contemporary approach.

- ci) System Theory
- cii) Contingency Approach.

ci) System Theory:

System Theory is a basic theory in the physical sciences.

A System is a set of interrelated and interdependent parts arranged in a manner.

There are two type of System

ca) Closed System

cb) Open System

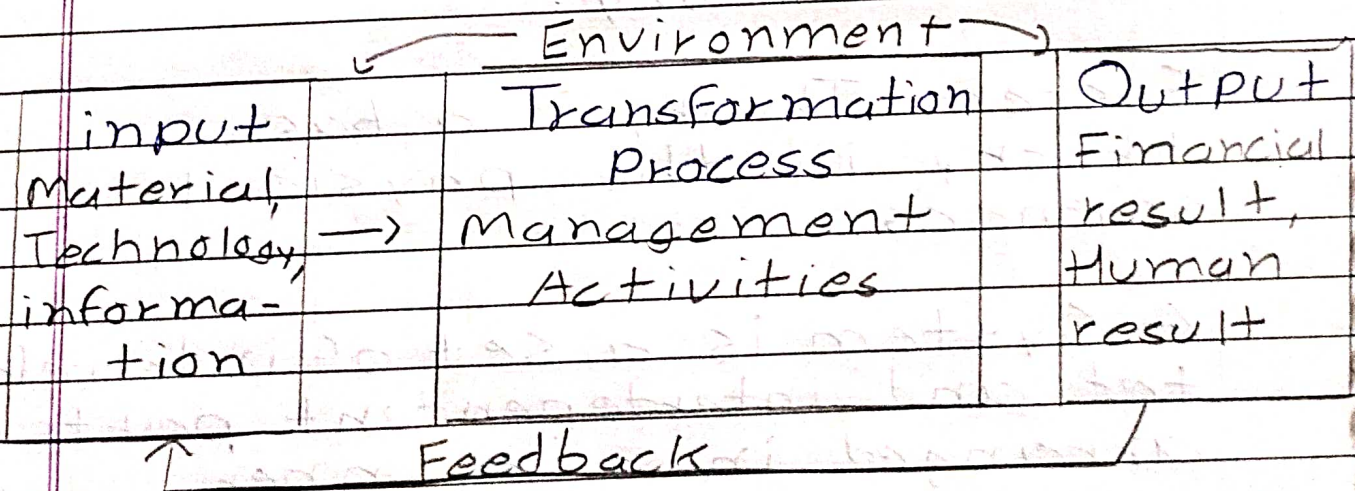
ca) Closed System:

Closed System are not influenced by and not interact with their environment.

cb) Open System:

Open System are influenced by and interact with their environment.

Organization of Open System:



cii) Contingency Approach:

Contingency Approach is also called situational approach.

The contingency approach says that organizations are different face, different situations ways of managing.

There are four Contingency Variables.

1 Organization Size:

As Organization size is increase than do the problems of coordination.

2 Routiness of Task Technology:

to achieve its purpose an organization uses technology and routine technologies require organizational structures.

B Environmental Uncertainty:

The degree of uncertainty

caused by environmental changes influences the management process.

4 Individual Differences:

Individual differences are particularly important when managers select motivation techniques or leadership style.