Victoria University of Bangladesh
Mid Term Assessment
Spring Semester
2023

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Program : BBA

Batch : 46th

COURSE CODE : MGT 215

COURSE TITLE : Introduction to Management

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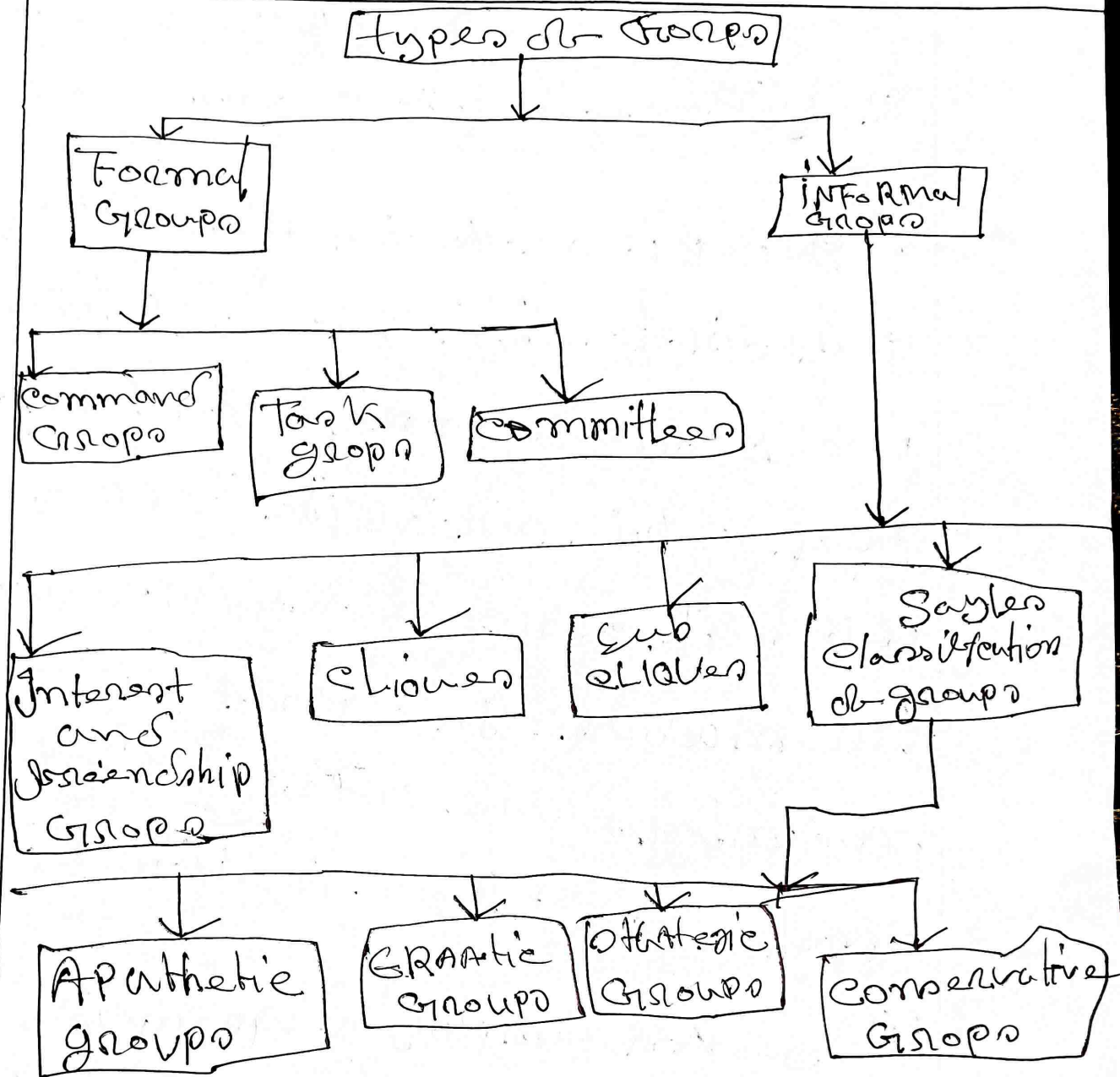Course title: Introduction to Management
Course code: MGT 295

<u>Ans to the Q.n ①</u>

①. <u>Discuss about the groups in a organization</u>

A group is a collection of individuals who coordinate their efforts. While a team is a group of people who share a common goal. While similar, the two are different when it comes to decision making and teamwork. In a work group, group members are independent from one another and have individual accountability. An Employee Group is a subdivision of a personal database that determines benefits based on their work An Employee Subgroup is a subdivision of and employee group therem-

Types of Groups

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                        [Types of Groups]
                    ┌──────────┴──────────┐
              [Formal Groups]        [Informal Groups]
                    │                        │
        ┌───────────┼───────────┐            │
  [Command      [Task        [Committees]    │
   Groups]      group]                       │
                                  ┌──────┬────────┬─────────────┐
                          [Interest  [Cliques] [Sub   [Sayles
                           and                  cliques] Classification
                           Friendship                    of groups]
                           Groups]                           │
        ┌──────────┬─────────────┬──────────────────────────┘
  [Apathetic   [Erratic    [Strategic    [Conservative
   groups]      Groups]     Groups]       Groups]
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* <u>Formal Groups:</u> By formal groups. we mean those groups. defined by the organization's structure, with designated work assignments and establishing tasks, In formal

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groups, the behaviours that one should engage in are stipulated by and directed towards organisational goals.

1) Formal groups are part of the organisational structure.

2) There are created deliberately and consciously by the management to perform the assigned duties.

3) The pattern of communication is also defined and the rules are laid down to regulate the behaviour of group members.

4) These groups may be either permanent in the form of top management team such as board management team such as board

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Directors of stable groups pro-
viding specialized services to the
organisation and so on, or these
these formal groups. many be con-
stituted on temporary basis for a-
bulfilling certain specified obje-
ctives. When such objectives are
fulfilled, these disappear. These
may be in the form of tempor-
ary committees, task forces etc.

The communus groups is the most
frequent type of formal group
It is relatively permanent and
is specified by the organisation

* Informal Groups:- Informal group are alliances that are neither for-mally structured nor organi-sationally determined. These groups are natural formations in the work response to the common intersets of the organisations. work assistance and social int-eraction.

(1) The informal groups are for-med by the members of such groups by themselves rather than by the management.

(11) These groups arise spontane-ously in the organisation becau-

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or social interaction between the people.

(iii) These are based on common-interests, language, taste, caste, religion, background etc.

(iv) These groups exist outside the formal authorities system and without and any set of rules.

(a) Though officially unrecognized these groups exist in the shadow of the formal structure as a network of personal and social relations. which must be understood and respected by the management.

Ans $\frac{s}{s}$ to, the, Q. n~ ②

The word homogeneous gener-
ally describes things that are
made up of parts or elements
that are the same or very
similar. The word heterogen-
eous is the opposite - it generally
describes things that are made up
or elements that are unalike.

Homogeneous is used to describe
a groups or thing which has mem-
bers or parts that are all the same
and aggregate or individuals or other
elements that are different.

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from one another in a number of significant respects. In a social context, for example, a heterogeneous group might differ in age, socioeconomic background, values, work experience, education, and soon.

<u>Discussion:</u> focus groups can be homogeneouse where the group consists of people with the same or very similar demographic characteristics, or heterogeneous, where the group consists of people with different demographic characteristics.

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Homogeneous groups have members with similar diagnostic background, for example the may all suffer from depression. Heterogeneous groups have a mix of individuals with different emotional issues. The number of group members varies widely but is typically no more than.

In a homogeneous societal culture the underlying values and beliefs are shared and pervasive. Thus a dominant set of culture beliefs exist. In a more heterogeneous societal cultural ogeneous societal cultural

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many different values and beliefs are held by diverse population groups. This situation is characterized as a multicultural society. In ~~homo~~ homogeneous mixtures the composition is uniform throughout the mixture. In heterogeneous mixture composition many vary from point to point. We can not see the components of homogeneous mixture with eyes. We can see easily the components of heterogeneous mixtures. there unzen

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<u>Research:</u> Students can work together in tow different types of pairs or groups, heterogeneous or homogeneous. In heterogeneous groups students work with other students who are at different reading levels than them. In a homogeneous groups students work with student who are at the same level that they are using level that they are.

<u>Example:</u> By combining tow or more substances, a mixture is produced. A homogeneous

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Solution tends to be identical no matter how you sample it. Homogeneous mixtures are some sees or water saline solution some alloys and bitumen. Sand oil and water, and chicken noodle soup are example of heterogeneous mixtures.

* concrete in a heterogeneous mixture of an aggregate. cement and water.

* sugar and sand form a hete

Homogeneous mixture:

* Air
* Sugar water
* Rain water
* Vinegar.

* steel
* cup of coffee
* Mouthwash
* Dishwashing Detergent

Ans: to the Q. N. (3)

(3) The potential sources of stress.

The are six main areas that can lead to work related stress if they are not managed properly. Demands, control, support, relationships, role and change. Workers may say that they are not able to cope with the demands of their jobs.

Sources of stress: If you poll a group of individuals about what their biggest stress are, they're likely to give you these four answers.

* Money   * Health concerns

* Work

* Family responsibilities

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In most surveys on stress and its causes, these four responses have been at the top of the list for quite a long time, and I'm sure you weren't surprised to read them. But managers should take pause when they realize that all four of these are likely either directly or indirectly impacted by the workplace. Still, there are so many differences among individual and their stressors. Why is one person's mind crippling stress another person's biggest motivation and challenge.

We're going to attempt to unravel

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individual factors

* Family issues
* Financial issues
* individual personality

Organizational Factors
* Task and Role demand
* Interpersonal demand
* organizational structure
* leadership
* organizational structure

Environmental factors

* Economic environment
* political environment
* technology

* Perception
* Job experience
* social support

individual differences

* Belief in Job cost control
* self efficacy
* Hostility

Experience stress

Physiological symptoms
* Headaches
* High blood Pressure
* Heart disease

Psychological symptoms
* Anxiety
* Depression
* less Job satisfaction

Behavioral symptoms
* loss of productivity
* Absenteeism
* turnover

Individual Factors

Let's start at the top. The first of the six sources of stress is individual. Individuals might experience stressful commutes to work or a stressful couple of weeks helping at a work event, but those kinds of temporary, individual stresses are not what we're looking at here. We're looking for a deeper, longer-term stress. Family stress, marriage that are ending, issues with children and ailing parent these are stress but situations that an employee dealing can't leave at home when it's

her or she comes to work. Financial stress, like the inability to pay bills or an unexpected new demand on a person's cash flow might also be an issue that disturbs an employer's time at work. Finally, an individual's own personality might actually contribute to his or her stress. People's dispositions - how they perceive things as negative or positive can be a factor in each person's stress as well.

Organizational factors:

There's a plethora of organizational sources of stress.

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* **Task or role demands:** these are factors related to a person's role at work including the design of a person's job or working conditions. A typical task demand might be a detailed, weekly presentation to the company's senior team.

* **Interpersonal demands:** these are stressors created by co workers. Perhaps an employee is experiencing ongoing conflict with a co worker.

* **Organizational structure:** this refers to the level of differentiation within an organization, the degree or Rule and Regulations
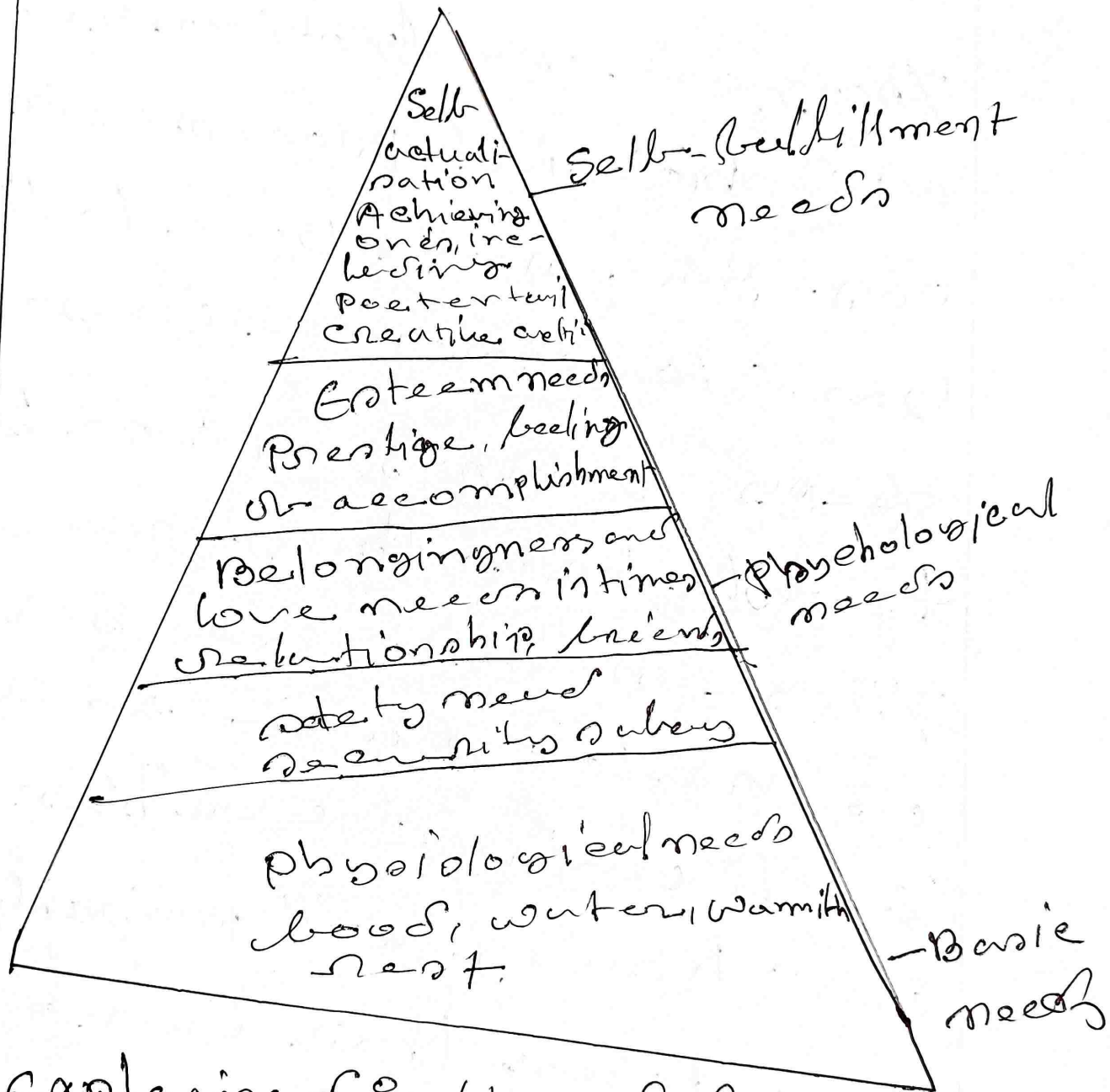
Ans: to the Q.N. 4

4) Maslow's Hierarchy of needs:

Maslow's hierarchy of need is a theory of motivation which states that five categories of human needs dictate an indi-vidual's behavior. These needs are physiological needs, safety needs, love and belonging need esteem needs and self actualiz-tion needs. From the bottom up the needs maslow advan-ces in this theory are, phy-sitio

biological, safety, love and belonging, esteem and self actualization.

Important: Maslow's hierarchy of needs is a go-to model that explains the psychology of human motivation. It will help you spend less time guessing what makes your people tick so that you can spend more time doing the things that motivate them. Maslow's theory states that our actions are motivated certain physiological psychological needs.

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Maslow's Hierarchy or needs pyramid

Self
actuali-
sation
Achieving
ones, ire-
lecting
poetential
creative areli'

Self-fullillment
needs

Esteem needs
Prestige, feeling
or accomplishment

Belongingness and
love needs in times
relationship, friend

Psychological
needs

safety needs
security safery

Physiological needs
food, water, warmith
rest.

Basic
needs

Explained:

How did maslow's determine this order or needs ?
(Maslow C the 1943, 1954) placed -
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physiological needs as the foundation of the pyramid because They are mostly driven by automatic biological processes in the body. You never have to think very hard to determine if you're sleepy, hungry, cold, or having trouble breathing. Because these needs are so basic that, as Maslow put it. Somebody who feels unloved, worthless, unsafe and hungry, will probably want to address their hunger before their other needs. Maslow characterized the next level of needs as being related to safety and

Ans to the a. n (3)

(5) **Numbers needs:** Numbers 1976 assumes that employees did not simply see their job as a means to an end by band needs which related to the nature of their work.

#① Knowledge needs

Work that utilize their knowledge and skills. To do a job as a means to an end by band needs which the employee needs several wires of knowledge including:

* Professional knowledge about the discipline.

* Procedural knowledge on how to do a particular job.

* Locational knowledge on what can be found, where.

* Social knowledge on how to influence others.

2) <u>Psychological needs</u>

As with all people, employees have inner human needs such as recognition, responsibility, status and advancement.

A problem that can occur is where employers treat their people as machines to be commanded and ignore their psychological needs.

3) <u>task needs</u>

We have needs around what we do, including buying meaning but work and some degree

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or autonomy to be able to achieve success under our own steam.

④ **Moral needs :** Related to psychological needs, Where we the needs to be treated as intelligent and valued people. In other words employees should treat employees in the way the would themselves wish to be treated.

Sur Job satisfaction was result of management and employees creating a warm contact on but them

She developes what she called the ethics effective technical and human. Implementation of computer-based systems model which put into practice beliefs about a job sartisfaction and employee needs (mummford 1983b). She used her understanding of workers needs to facilitate implementation of new computer systems in u was that employees and users would find motivating. Mummford (1934) believes that job satisfaction

and greater worker efficiency were interrelated goals because satisfied employee will perform better. Her ethical model employed socio-technical principles that incorporates the idea that a company needs does not have to clash with employees needs, but can work in tandem to produce a good outcome for both employee and the company's bottom line (Mumford, 1936) Mumford 2003 developed these ideas as ways to manage com

rry's change because, she believed participative strategies for meeting human needs at work can achieve higher morale, more job satisfaction greater efficiency and an improved quality of life. She saw her ideas as bearing relevance to blue

collar work initially, although the latter focused on computer technology and in the last years of her life she suggested applying these ideas to cyber crime