



This book is provided in digital form with the permission of the rightsholder as part of a Google project to make the world's books discoverable online.

The rightsholder has graciously given you the freedom to download all pages of this book. No additional commercial or other uses have been granted.

Please note that all copyrights remain reserved.

About Google Books

Google's mission is to organize the world's information and to make it universally accessible and useful. Google Books helps readers discover the world's books while helping authors and publishers reach new audiences. You can search through the full text of this book on the web at <http://books.google.com/>

20
Edition

Principles and Practice of **MANAGEMENT**

L.M. PRASAD



SULTAN CHAND & SONS

Principles and Practice of Management

L.M. PRASAD

Ex Professor and Head

Department of Business Management
Purvanchal University, Jaunpur (U.P.)



SULTAN CHAND & SONS

Educational Publishers

New Delhi

SULTAN CHAND & SONS

Educational Publishers

23, Daryaganj, New Delhi-110 002

Phones : 23281876, 23243183, 23247051, 23266105, 23277843

E-mail : sultanchand74@yahoo.com; info@sultanchandandsons.com

Fax : 011-23266357; Website : www.sultanchandandsons.com

ISBN : 978-93-5161-181-3 (TC-209)

Price : ₹ 495.00

First Edition : 1979

Tenth Edition : 2020

EVERY GENUINE COPY OF THIS BOOK HAS A HOLOGRAM



In our endeavour to protect you against counterfeit/fake books, we have pasted a copper hologram over the cover of this book. The hologram displays the full visual image, unique 3D multi-level, multi-colour effects of our logo from different angles when tilted or properly illuminated under a single light source, such as 3D depth effect, kinetic effect, pearl effect, gradient effect, trailing effect, emboss effect, glitter effect, randomly sparking tiny dots, micro text, laser numbering, etc.

A fake hologram does not display all these effects.

Always ask the bookseller to put his stamp on the first page of this book.

All Rights Reserved: No part of this book, including its style and presentation, may be reproduced, stored in a retrieval system, or transmitted in any form or by any means—electronic, mechanical, photocopying, recording or otherwise without the prior written consent of the Publishers. Exclusive publication, promotion and distribution rights reserved with the Publishers.

Warning : The doing of an unauthorised act in relation to a copyright work may result in both civil claim for damages and criminal prosecution.

Special Note : Photocopy or Xeroxing of educational books without the written permission of Publishers is illegal and against Copyright Act. Buying and Selling of pirated books is a criminal offence. Publication of key to this is strictly prohibited.

General : While every effort has been made to present authentic information and avoid errors, the author and the publishers are not responsible for the consequences of any action taken on the basis of this book.

Limits of Liability/Disclaimer of Warranty : The publisher and the author make no representation or warranties with respect to the accuracy or completeness of the contents of this work and specifically disclaim all warranties, including without limitation warranties of fitness for a particular purpose. No warranty may be created or extended by sales or promotional materials. The advice and strategies contained herein may not be suitable for every situation. This work is sold with the understanding that the publisher is not engaged in rendering legal, accounting, or other professional services. If professional assistance is required, the services of a competent professional person should be sought. Neither the publisher nor the author shall be liable for damage arising herefrom.

Disclaimer : The publisher have taken all care to ensure highest standard of quality as regards typesetting, proof-reading, accuracy of textual material, printing and binding. However, they accept no responsibility for any loss occasioned as a result of any misprint or mistake found in this publication.

Author's Acknowledgement: The writing of a book always involves creation of a hug debt towards innumerable author's and publications. We owe our gratitude to all of them. We acknowledge our indebtedness in extensive footnotes throughout the book. If, for any reason, any acknowledgement has been left out we beg to be excused. We assure to carry out corrections in the subsequent edition, as and when it is known.

Printed at : Sanjay Printers, UP

Preface

The demand for professionally qualified managers in India is increasing day-by-day because of rapid industrialization and growing competition. To achieve professional competence, managers, both present and prospective, are required to be fully equipped with management principles and how these principles can be put in practice. Since the days of rote learning which puts emphasis only on conceptual aspect are over, students of management require a text book which presents both management principles and their applications in actual organizational situations. The present text makes an attempt in this direction.

The efforts in this book have been aimed at articulating and systematizing the conceptual core of management. More particularly, these efforts have been directed to the following aspects: *First*, emphasis has been put on contemporary developments in management without neglecting the older contributions that have proved their worth over the years. *Second*, emphasis has been put on those topics of management which are believed to be rich in their applications for managers and their organizations, both at present and in future. *Third*, the book incorporates the latest management practices in Indian context so that the readers can appreciate how Indian companies are applying various concepts developed in the field.

Organization of the Text

The book follows the management process approach for presenting textual materials. Based on this approach, the book contains seven parts: Out of these, the first part deals with conceptual framework of management and subsequent five parts deal with planning, organizing, staffing, directing, and controlling. The seventh part deals with management practices of prominent countries and business leaders. Besides these parts, there are two appendixes: the first dealing with learning through cases and second dealing with method of scoring and score interpretation of awareness developer given in each chapter.

Changes in the present Edition

The book in its tenth edition has been thoroughly restructured and revised. All the chapters of the present edition have been re-written not only to incorporate the latest developments in management but also to make presentation of subject-matter more lucid and crisp. Chapter 3 of the previous edition (Managers and Environment) has been named as Management Challenges and Opportunities in the present edition so that proper focus is put on these issues. Thus, the present edition is ideally suited to management students as well as management practitioners, particularly those who have not gone through formal management education.

Acknowledgements

The subject-matter of the book has been adapted from various Indian and foreign books, journals, and websites. However, the emphasis has been put on Indian management practices. I feel indebted to all those writers and researchers whose thoughts and theories have been helpful in bringing out this edition. It is difficult to mention all these names in an exclusive manner. However, the prominent ones have been recognized in the form of references at appropriate places. I am thankful to numerous readers of the previous editions of the book who have favoured me with their valuable suggestions from time to time. An attempt has been made to incorporate these suggestions to the maximum possible extent in the present edition. I am sure that the readers of this edition will provide their feedback which will always be appreciated and acknowledged.

L.M. Prasad

Brief Contents

Part I – Conceptual Framework of Management

- 1. Introduction to Management 3
- 2. Development of Management Thought 33
- 3. Management Challenges and Opportunities 69
- 4. Social Responsibility and Ethics 95

Part II – Planning

- 5. Fundamentals of Planning 119
- 6. Organizational Plans 145
- 7. Decision Making 175

Part III – Organizing

- 8. Fundamentals of Organizing 201
- 9. Power and Authority 237
- 10. Conflict and Coordination 269
- 11. Organizational Change 285

Part IV – Staffing

- 12. Fundamentals of Staffing 305
- 13. Employee Development and Performance Appraisal 323

Part V – Directing

- 14. Fundamentals of Staffing 347
- 15. Motivation 367
- 16. Leadership 399
- 17. Communication 427

Part VI – Controlling

18. Fundamentals of Controlling.....	453
19. Control Techniques	473

Part VII – Management Practices

20. Management Practices of Prominent Countries and Business Leaders.....	503
Appendices	519
Glossary	524
Subject Index	533

Contents

1. Introduction to Management	3
Growth Story of GCMMF	3
Concept of Management	4
Management Versus Administration	8
Nature of Management	10
Management as Science and Art	11
Management as a Profession	12
What Managers Do?	14
Management Functions	15
Management Roles	16
Management Responsibilities	19
Levels of Management	19
Effective Management	22
Management Skills	24
Characteristics of Quality Managers	26
Universality of Management	27
Questions	29
Awareness Developer	31
Assess Your Managerial Skills	31
Case: Bharat Engineering Works Limited	31
References and Notes	32
2. Development of Management Thought	33
Management Principles of Wipro Limited	33
Evolution of Management Thought	34
Classical Approaches	35
Early Contributions	35
Taylor's Scientific Management	36
Fayol's Administrative Management	39
Bureaucracy	44
Neoclassical Approaches	45
Human Relations Approach	46
Social Systems Approach	47
Decision Theory Approach	48
Behavioural Approach	50
Contemporary Approaches to Management	51
Quantitative Approach	51
Systems Approach	52
Contingency Approach	58
Contributions of Michael Porter	60
Contributions of C K Prahalad	61
Applying Management Theory In Practice	61
Questions	64
Awareness Developer	65
Assess Your Human Behaviour Approach	65
Case: Farm Equipment Limited	66
References and Notes	66

3. Management Challenges and Opportunities	69
Perception of Environment By Hindustan Unilever Limited	69
Pre-liberalization Era	69
Post-liberalization Era	70
Impact of Environment	72
Challenges for Managers In Twenty-first Century	73
Responding to Globalization	73
Integrating Mergers and Acquisitions	75
Managing Workforce Diversity	77
Improving Product Quality	77
Improving Customer Service	77
Working In Networked Organization	78
Improving People Skills	78
Enhancing Employee Well-being at Workplace	78
Modern Management Techniques	79
Total Quality Management	79
Benchmarking	80
Business Process Reengineering	82
Business Outsourcing	82
Knowledge Management	83
E-business	85
Approaches to Meet Environmental Challenges	90
Questions	91
Awareness Developer	92
Assess Effectiveness of Your Global Business Environmental Analysis	92
Case: Consumer Products India Limited	92
References and Notes	93
4. Social Responsibility and Ethics	95
Satyam Computer Fraud	95
Social Responsibility of Business	96
Why Social Responsibility of Business?	97
Social Responsibility Towards Various Interest Groups	99
Making Social Responsibility Operational	101
Approaches for Measuring Social Performance	102
Social Audit	103
Operation of Social Responsibility in India	105
Business Ethics	106
Ethical Dilemma	109
Corporate Governance	111
Questions	113
Awareness Developer	114
Assess Your Approach to Social Responsibility	114
Case: Lifebuoy Swasthya Chetna	115
References and Notes	116
5. Fundamentals of Planning	119
BOC India Limited	119
Concept of Planning	120
Types of Planning	125
Corporate Planning and Functional Planning	125
Strategic Planning and Operational Planning	126
Long-term Planning and Short-term Planning	127
Approaches to Planning	128
Planning Premises	128
Types of Planning Premises	129
Making Premising Effective	130
Strategic Considerations In Planning	131

Barriers to Effective Planning	132
Making Planning Effective	134
Planning In Indian Organizations	136
Business Forecasting	137
Questions	141
Awareness Developer	142
Assess Effectiveness of Your Developing External Planning Premises	142
Case: Balsara Hygiene Products Limited	142
References and Notes	143
6. Organizational Plans	145
Management By Objectives at Glaxosmithkline	145
Types of Plans	146
Objective	146
Role of Objectives	148
Objective Setting	148
Management by Objectives	151
Strategy	156
Types of Strategies	157
Policy	164
Types of Policies	166
Policy Making	167
Procedure, Method, and Rule	168
Procedure	169
Method	169
Rule	169
Programme and Budget	170
Programme	170
Budget	171
Questions	171
Awareness Developer	172
Assess Effectiveness of Your Strategic Decision Making	172
Case: Kavery Limited	173
References and Notes	173
7. Decision Making	175
Choice of a Business	175
Concept of Decision and Decision Making	176
Types of Decisions	177
Decision-making Process	179
Effective Decision	180
Individual Versus Group Decision Making	182
Rationality In Decision Making	184
Decision-making Conditions	186
Approaches for Decision Making	189
Routine Approach	189
Scientific Approach	189
Quantitative Approach	189
Creative Approach	190
Techniques of Decision Making	190
Non-quantitative Techniques of Decision Making	191
Quantitative Techniques of Decision Making	192
Decision Tree	193
Questions	196
Awareness Developer	197
Assess Your Decision-making Behaviour	197
Case: Paramount Enterprises Limited	197
References and Notes	198

8. Fundamentals of Organizing	201
Organization Structure of Hindustan Unilever Limited	201
Concept of Organizing	202
Organization Structure	203
Formal and Informal Organizations	205
Design of Organization Structure	210
Factors Affecting Organization Structure	210
Features of a Good Organization Structure	214
Departmentation	215
Span of Management	218
Forms of Organization Structure	220
Functional Organization Structure	220
Divisional Organization Structure	221
Matrix Organization Structure	223
Team-based Organization	225
Committee	228
Task Force	230
Free-form Organization	231
Questions	233
Awareness Developer	235
Assess Your Likelihood of Being An Effective Team Member	235
Case: Stylotex Limited	235
References and Notes	236
9. Power and Authority	237
Prashant Hosiery Private Limited	237
Concept of Power	238
Bases of Power	239
Authority	241
Responsibility	242
Accountability	242
Delegation of Authority	242
Blocks to Effective Delegation	243
Measures for Effective Delegation	245
Centralization and Decentralization	246
Empowerment	251
Authority Relationship	253
Line and Staff Authority	253
Line and Staff Conflict	257
Overcoming Line-staff Conflict	258
Service Department	260
Depiction of Authority Relationships	260
Organization Chart	260
Organization Manual	261
Questions	264
Awareness Developer	265
Assess Your Authority Delegation Skill	265
Case: the Assistant Business Manager	266
References and Notes	267
10. Conflict and Coordination	268
Case: Zeal Electricals Private Limited	268
Concept of Conflict	269
Interpersonal Conflict	269
Reasons for Interpersonal Conflict	270
Intergroup Conflict	271
Conflict Resolution	272

Coordination	273
Types of Coordination	276
Techniques of Effective Coordination	277
Essentials of Effective Coordination	278
Principles of Coordination	279
Questions	281
Awareness Developer	281
Assess Your Bargaining Effectiveness	281
Case: Sheetal Textiles Limited	282
References and Notes	283
11. Organizational Change	284
Organizational Change Management at Infosys Limited	284
Nature of Organizational Change	285
Factors Necessitating Organizational Change	286
Planned Change	287
Process of Planned Change	289
Human Response to Change	292
Resistance to Change	292
Overcoming Resistance to Change	294
Change Agents	296
Role of Change Agents	296
Change Through Organization Development	297
Questions	298
Awareness Developer	299
Assess Your Propensity to Accept/Resist Change	299
CASE: MR. KAMAL NAYAN	299
References and Notes	300
12. Fundamentals of Staffing	301
Human Resource Planning in Hindustan Unilever Limited	301
Concept of Staffing	302
Human Resource Planning	305
Job Analysis	306
Job Description	306
Job Specification	306
Recruitment and Selection	307
Recruitment	307
Selection	310
Selection Tests	312
Placement and Orientation	314
Questions	315
Awareness Developer	316
Assess Your Skill for Preparing Job Specification	316
Case: Supreme Engineering Limited	317
References and Notes	318
13. Employee Development and Performance Appraisal	323
Training and Development at Tat Steel Limited	325
Career Development	324
Training and Development	326
Training Methods	329
Evaluation of Training Effectiveness	332
Self-Development	333
Learning Organization	334
Performance Appraisal	335
Methods of Performance Appraisal	335
Barriers To Effective Performance Appraisal	339

Faulty Assumptions	339
Measures for Overcoming Barriers to Appraisal	341
Key Concepts for Review	342
Questions	342
Multiple Choice Questions	342
Short Answer Questions	342
Discussion/Application Questions	342
Awareness Developer	343
Assess Your Approach Towards Appraisal by Results	343
Case: Vishal Components Limited	343
Questions	344
References and Notes	344
14. Fundamentals of Directing	347
Directing at Infosys Limited	347
Concept of Directing	348
Principles of Directing	349
Supervision	351
Directing and Human Factor	354
Models of Man	354
Mcgregor's Theory X and Theory Y	356
Organizational Culture	358
Creating and Maintaining Organizational Culture	362
Questions	364
Awareness Developer	364
Assess Your Behavioural Pattern of Directing	364
Case: Super Engineering Company	365
References and Notes	365
15. Motivation	367
Motivation at Reliance Industries Limited	367
Concept of Motivation	368
Theories of Motivation	370
Maslow's Need Hierarchy	371
Herzberg's Motivation-Hygiene Theory	372
McClelland's Need Theory	374
Alderfer's ERG Theory	374
Vroom's Expectancy Theory	375
Equity Theory	375
Reinforcement Theory	376
Goal-Setting Theory	377
Theory Z	378
Contingency Approach of Motivation	379
Motivational Pattern in Indian Organizations	380
Motivational Applications	380
Designing of Reward System	381
Financial Incentives	382
Non-Financial Incentives	385
Job Design	386
Job Enrichment	387
Quality of Work Life	389
Job Satisfaction	390
Morale Building	392
Questions	394
Awareness Developer	395
Assess Your Needs	395
Case: Swetal Finance Limited	396
References and Notes	397

16. Leadership	399
Leadership Qualities of Ratan Tata	399
Concept of Leadership	400
Leadership Theories	401
Trait Theory	401
Behavioural Theory	402
Situational Theory	403
Systems Theory	404
Leadership Styles	405
Power Orientation	405
Leadership as a Continuum	407
Likert's Management Systems	408
Employee-Production Orientation	408
Managerial Grid	409
Tridimensional Grid	410
Fiedler's Contingency Model	412
Hersey-Blanchard's Situational Model	414
Path-Goal Model of Leadership	415
Leadership Styles in Indian Organizations	417
Inspirational Approach To Leadership	418
Charismatic Leadership	418
Visionary Leadership	420
Transformational Leadership	420
Questions	423
Awareness Developer	424
Assess Your Leadership Qualities	424
Case: the New Manager	425
References and Notes	425
17. Communication	427
Sparsh – the Communication Intranet of Infosys Limited	427
Concept of Communication	428
Communication Symbols	431
Oral Communication	431
Written Communication	432
Non-Verbal and Pictorial Communication	433
Communication Network	434
Formal Communication	435
Informal Communication or Grapevine	436
Rumour	437
Computer-Based Communication	438
Choice of Communication Channel	440
Direction of Communication Flow	441
Barriers to Effective Communication	442
Semantic Barriers	442
Psychological Barriers	443
Organizational Barriers	443
Personal Barriers	444
Barriers in Superiors	444
Overcoming Barriers to Communication	445
Communication Pattern in Indian Organizations	447
Questions	448
Awareness Developer	449
Assess Your Communication Styles	449
Case: Automotive Components Limited	449
References and Notes	450

18. Fundamentals of Controlling	453
Control System at Kavery Publications	453
Concept of Controlling.....	455
Types of Control	459
Control Areas	461
Management By Exception	462
Design of Effective Control System	464
Essentials of Effective Control System	465
Information Systems	466
Types of Information Systems	467
Behavioural Implications of Control	469
Questions	471
Awareness Developer: Assess Your Skill for Designing a Control System	472
Case: Milk Products Limited	472
References and Notes	473
19. Control Techniques	473
Budgetary Control in Baroda Rayon Corporation Limited	473
Control Techniques at Operations Level.....	475
Budgetary Control	475
Control Through Costing.....	479
Break-Even Analysis	480
Responsibility Accounting	481
Internal Audit	483
Quality Control	483
Quality Control Through Quality Circle	485
Inventory Control	487
Time-Event Network Analysis	490
Pert/Cpm	491
Overall Control Techniques	493
Financial Ratio Analysis	493
Value Added	495
External Audit	495
Management Audit	495
Human Resource Accounting	496
Questions	499
Awareness Developer: Assess Your Approach Towards Quality	500
Case: Alpha Limited	500
References and Notes	500
20. Management Practices of Prominent Countries and Business Leaders	503
Management Practices of Usa, Japan, and China.....	503
Us Culture	503
Japanese Culture	504
Chinese Culture	504
Z-Culture of American Companies	506
Management Practices of Prominent Business Leaders	507
Management Practices of Dhirubhai Ambani	507
Management Practices of Ratan Tata	509
Management Practices of Narayana Murthy	511
Management Practices of Azim Premji	512
Management Practices of Steve Jobs.....	513
Management Practices of Bill Gates	515
Questions	517
Discussion/Application Questions	517
References and Notes	517
Appendices	521
Glossary	526
Subject Index	535

Feedback Prize Contest
NO ENTRY FEE

We propose to mail to our readers a 'Supplement' relevant to the subject-matter of this book or 'A Word about Your Career' or 'Pearls of Wisdom' or 'Secrets of Success' on receipt of your 'Feedback'. Further, you can win a prize too!! For this purpose, please fill this coupon and send it along with your 'Feedback' to us at **M/s Sultan Chand & Sons, 23, Daryaganj, New Delhi-110 002**, at an early date. To avoid duplication, please inform what you had received earlier. This is without obligation.

PLEASE CUT ALONG THIS LINE AND MAIL TO US

How did you come to know of this book : Recommended by your Teacher/Friend/Bookseller/
Advertisement

Date of Purchase

Year/Edition of the book purchased by you

Month and Year of your next examination

Name and Address of the Supplier

.....

Name of the Teacher who recommended you this book

Name and Address of your Institution

.....

Your Name

Your Residential Address

.....

Course for which you are studying

Please enclose latest Syllabus/Question Paper

You bought this book because

.....

.....

Feedback

Now You Can Win a Prize Too!!

Dear Reader

Reg. *Principles and Practice of Management* (10th Edition, 2020) by L.M. Prasad

Has it occurred to you that you can do to the students/the future readers a favour by sending your suggestions/comments to improve the book? In addition, a surprise gift awaits you if you are kind enough to let us have your frank assessment, helpful comments/specific suggestions in detail about the book on a separate sheet as regards the following :

1. Which topics of your syllabus are inadequately or not discussed in the book from the point of view of your examination?

.....
.....
.....

2. Is there any factual inaccuracy in the book? Please specify.

.....
.....
.....

3. What is your assessment of this book as regards the presentation of the subject-matter, expression, precision and price in relation to other books available on this subject?

.....
.....
.....

4. Which competing books you regard as better than this? Please specify their authors and publishers.

1.
2.
3.

5. Any other suggestion/comment you would like to make for the improvement of the book.

.....
.....
.....

Further, you can win a prize for the best criticism on presentation, contents or quality aspect of this book with useful suggestions for improvement. The prize will be awarded each month and will be in the form of our publications as decided by the Editorial Board.

Please feel free to write to us if you have any problem, complaint or grievance regarding our publications or a bright idea to share. We work for you and your success and your Feedback are valuable to us.

Thanking you.

Yours faithfully,
Sultan Chand & Sons

About the Book

The book in the present edition has been thoroughly revised and restructured. All the chapters have been re-written not only to incorporate new developments in Principles and Practice of Management but also to make the subject-matter more lucid and crisp. Thus, the present edition is vastly improved both in terms of contents and presentation.

Main Features

- Most comprehensive coverage of subject-matter with latest development.
- Most authentic presentation of the subject-matter.
- Subject-matter presented in simple and lucid style with suitable Figures, Tables, and Exhibits.
- Proper blend of theory and practice.
- An opening case study so that the concerned concepts can be related to practices easily.
- Multiple choice questions, short answer questions, and discussion/application questions at the end of each chapter to test the assimilation of subject-matter concerned.
- Awareness Developer at the end of each chapter to enable the reader to assess her/his behavioural pattern.
- Case study at the end of each chapter for class-room discussion to sharpen diagnostic and analytical skills of the readers.
- Guidelines for learning through cases at the end of the book to enable the readers to make full use of learning through cases.
- Glossary at the end of the book for bird's eye view.

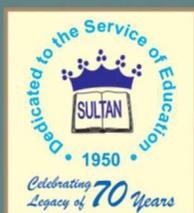
Thus, the present edition is ideally suited to MBA/PGDM and other relevant courses.



Dr L M Prasad is ex-Professor and Head, Department of Business Management, Purvanchal University, Jaunpur (UP). Prior to that, he taught at South Gujarat University (Surat), Punjab Agricultural University (Ludhiana), Kurukshetra University and Banaras Hindu University. During this period, he completed many research projects, guided many research students, and offered consultancy services to many business organizations. A committed academician and prolific writer, Dr Prasad has written many books, research papers, and developed cases,

business games, and role playing exercises. His publications with Sultan Chand & Sons include:

- Principles and Practice of Management (translated in Hindi also)
- Organizational Behavior
- Human Resource Management
- Strategic Management



Sultan Chand & Sons

Publishers of Standard Educational Textbooks

23 Daryaganj, New Delhi-110002

Phones: 23243183, 23247051, 23277843, 23281876, 23266105

Email: sultanchand74@yahoo.com, info@sultanchandandsons.com

Fax: 011-23266357; Website: www.sultanchandandsons.com

ISBN 93-5161-181-7



TC-209