Business Management Assessment

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# Question 1

Before one goes into the detail regarding how both these theories related, the first thing that is needed to be looked at is that what is the underlying concept of these theories. Now, the X and Y Theory that was presented by McGregor propagates the idea that how managers do not like to work, and are not liked to be enforced with the responsibility, and thus they should be forced with work and must be controlled when it comes to Theory X, whereas the main component of the Theory Y was that how the average person has the propensity to take on the responsibilities and exercise self-direction on their own. They like to seek out responsibility and make sure that they are doing things that bring out the best in them. McGregor himself believed that Theory Y is something that make more sense to him and thus providing employees with the sense of responsibility is something that should be done.

Looking closely at some of the points that are advocated in the Two Factor Theory, the idea is that how the factors of the satisfaction and dissatisfaction that Fredrick tends to talk about are same in a sense that they bring about the same sense of employees. He talks about the fact that entrusting the people with responsibility as well as making sure that they are being allowed to take ownership of their work is something that brings about greater sense of satisfaction among people. At the same time, the lack of satisfaction from work emerges that how the salary, entitlement as well as the relationship with the supervisor and the other underlying trends are supposed to be looked at. In the hindsight, in different ways, both the theories tend to discuss about the same set of ideals.

# Question 2

The theory of the cognitive dissonance talks about how the condition of stress and the underlying feeling of discomfort that lingers in an individual with respect to their core values, ideas and beliefs. The idea of the cognitive dissonance is that how having conflicting thought process and ideas about certain situation is bound to bring certain degree of discomfort. The main premise of this theory talks about the basic human impulse where the idea among the individual is to make sure that they are able to ensure certain degree of harmony among its set of beliefs, as well as making sure that how they are able to control their internal reaction to the given situation at the given point of time. The theory discusses three ways through which stress reduction is supposed to be carried out, like change in the attitude, or gaining new information about something or making sure that the importance of the cognition and stress is being managed.

Now in the perspective of the employees, when there is a case that there is cognitive dissonance at the workplace, it means that the employees are stressed out at the given situation and they are not able to play their role in an active manner. At the same time, it also contributes towards greater absenteeism among the workforce. Not only that, there is a stark contrast and change in the attitude of the person when they are faced with cognitive dissonance. Either they completely isolate themselves at the workplace or they are creating lot of disruption. The workplace stress that is caused by the cognitive dissonance also contributes towards range of negative health consequences such as increased level of fatigue, increase in the level of anxiety and might also cause depression among an individual. Thus, continuous exposure to stress takes its toll at the people at workplace.

# Question 3

The general rule of thumb is that a team is not expected to perform all the time. The formation of the team takes time when it comes to gaining comfort in each other’s surrounding like the same way relationship has to be maintained. The amount of time patience, and determination to get things right. Bruce Tuckman has discussed about the model of the group development which constituted of five stages which are as followed.

* Orientation: It is a phase in which the formation of the group is taking place. It is the time period in which the group has started to come together and assemble.
* Power Struggle: It is the phase where the storming is carried out and the dispute and competition among the group members starts to take shape. Also, there is also feeling of belongness that starts to develop among the group.
* Cooperation and Integration: The idea behind the cooperation and integration is to make sure that how the interactions around which the group is formed becomes much easier and the activities become more fun oriented. The open communication and the feeling of mutual respect also starts to develop.
* Synergy: It is the final phase, where the group has assembled, and they start to perform their activities. If things cannot work out well, they can come back to one of the earlier phases specially the third stage which is the norming.

It has to be noted that this process at times is not that simple as team dynamics keep on changing, and all the corresponding activities take lot of time before one can assume that they should be starting to expect result at the broader level with the passage of time. These processes do not work in linear manner.

# Question 4

During the course of the lifespan of the organization, there are many factors that are bound to affect the organization at the given point of time. The problem is that each of these changes would either reinforce or bring about positive or negative disruption at the level of organization. Keeping this aspect in mind, it has to be seen that how differentiation is supposed to be carried out among these factors.

Now the biggest internal factor that is driving a change is the leadership, if there is a change in the leadership, most of the times, it translates into the major change in the working environment in the organization. At the same time, the way communication works in the organization, and if that mechanism is supposed to work, then it would also translate into major changes in the way organization is working at the given point of time. Then comes the organizational structure and the organizational hierarchy that prevails in the organization. Now, as far as the external changes are concerned, the market environment is the biggest determinant in the change in the organization. Most of the times, if there is any new trend or development. The other prevailing factor that might bring about the change in the organization is the market disruption happening at that point of time. The change in the technology or the way product development is supposed to be done is one of the biggest underlying factors that brings about a change in the organization. The government policies, fiscal and monetary are also supposed to change the way business is supposed to work. It is quite difficult for the employee to change and adopt to different changes that are witnessed in the organization and it is a specified aspect of organizational development.

# Question 5

The emotional intelligence is the ability of an individual to ensure that how they are able to comprehend the situation and how the decision making is made in this regard. One of the key aspects of the emotional intelligence is that it allows the person to have hold of their emotions and how they are reacting to different situations at the particular point of time. Following are the dimensions of the emotional intelligence that constitute the decision making in the organization.

* Self-Awareness
* Handling of the emotions
* Level of motivation among the individual
* Empathy
* Social Skills

Having the hold of the emotions and making the right decision. They should have the emotional acumen and maturity to make sure that they are sensitive to the needs and wants of the other people, they are also set of people who have the general level of empathy towards the others and have the ability to stay clear headed in difficult situations. Therefore, EQ is intricately melded into each and every decision and action within the workplace. It’s there in the basic instruction to your team, just as much as it’s present in mass organisational change. Therefore, those with higher EQ typically successfully navigate the workplace more effectively. EQ enables an individual to build and drive successful teams, and to be agile and responsive as needed. They therefore are successful. Similarly, a lower level of EQ can be detrimental to the workplace. At its worst it can be seen in bullying, harassment, and demotivated staff. It can present as insensitivity, arrogance, or even aggression and volatility. Whereas a high EQ will facilitate flexibility, low EQ will typically present as inflexibility and rigidity – a dangerous tack for any business. By understanding the value of EQ in the workplace, of course we want to be able to identify it in candidates at the recruitment stage.

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