

# An Observational Study: Role and Functions of a Manager

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## Abstract

There is a famous saying "Profitability is coming from productivity, efficiency, management, austerity, and the way to manage the business". the all things mentioned above are done by a management. A manger's role is very crucial in an organization. The success or failure of organization depends upon manager's ability in utilizing the organization's resource, if used effectively and efficiently it would lead to success or vice versa. In every business or proceedings, managing the situations and solving the problems are the main key behind the success of any business or organization. It is important if a manager needs collaboration from his group or employees, or to focus. A decent manager hones compassion and regards the individual esteems, assessments and thoughts of the general population he communicates with. He ought to tune in and react and offer gestures of recognition and supportive gestures when they gain ground. By doing that he will improve their confidence and will manufacture trust. As the supervisor, his capacity to create trust and certainty, resolve issues and issues will bring about a beneficial, goal situated work gathering. He ought to urge his group to request help, get included and partake. A fit manager is regularly portrayed as having a vision of where to go and the capacity to verbalize it. Depending on the skills and abilities of the manager, the organization will be in success or failure. The main objective of this study is

to find out the e roles and functions that are set for the managers which leads to the effective success for the management.

**Key Words:** Management, manager, roles, functions, skills and abilities.

## 1. Introduction

### 1.1 Management

Management is a universal marvel. It is an extremely popular and generally utilized term. All organizations - business, political, cultural or social are engaged with management because it is the management which helps and coordinates the various endeavors towards a clear reason. According to F.W. Taylor, "Management is an art of comprehending what to do, when to do and see that it is done in the best and cheapest way".

Management is a purposive activity. It is something that coordinates collective endeavors towards the attainment of certain pre - decided goals. It is the way toward working with and through others to successfully achieve the goals of the organization, by proficiently utilizing constrained resources in the changing scene. Obviously, these goals may vary starting with one venture then onto the next. E.g.: For one endeavor it may launch of new items by directing market studies and for other it may be benefit maximization by limiting expense.

Management includes creating an internal situation: - It is the management which puts into utilization the various factors of generation. Along these lines, it is the obligation of management to create such conditions which are helpful for maximum endeavors with the goal that people are able to play out their task productively and adequately. It incorporates guaranteeing availability of raw materials, determination of wages and salaries, formulation of tenets and regulations and so on.

In this manner, we can say that great management incorporates both being powerful and effective. Being viable means doing the appropriate task i.e, fitting the square pegs in square openings and round pegs in round gaps. Being effective means doing the task accurately, at least conceivable cost with least wastage of resources.

### 1.2 Manager

Prof. Peter F Drucker classified the activity of the manager into five basic tasks. They are,

1. **Sets objectives:** The manager sets goals for the gathering, and chooses what work should be done to meet those goals.
2. **Organizes:** The manager isolates the work into manageable activities, and chooses people to accomplish the tasks that should be finished.
3. **Motivates:** the manager constantly motivates the employees and communicates well with his subordinates.

4. **Measures:** The manager measures each and every step and sets target that is achievable in required time for meeting organizational goals.
5. **Develops people:** With the ascent of the information laborer, this task has taken on added importance. In a learning economy, people are the company's most important asset, and it is up to the manager to build up that asset.

This paper attempts to study the roles and functions of a manager and impact of role of managers on company's performance.

## 2. Aim of the Study

- To study the roles and functions of a manager
- To find the impact of managers on organization's performance

## 3. Methods and Materials

The present study deals with analytical research and descriptive study. Data for this research is collected from primary and secondary sources. Data collection methods are

- Interview
- Books and articles
- Magazines
- Journals.

## 4. Functions of Manager

Managers simply do not do their duties. Managers should find how to master in planning, organizing, staffing, leading, and controlling.

1. **Planning:** This process incorporates mapping out precisely how to accomplish a specific objective or goal. Say, for instance, that organization will likely upgrade organization deals. The manager at first needs to pick which steps are important to achieve that objective or goal. These means may incorporate increasing advertising, stock, and sales staff. These necessary advances are produced into a plan. At the point when the plan is in place, the manager can tail it to accomplish the goal of enhancing company sales.
2. **Organizing:** It is assimilation or organizing of plans based on the priorities. Two important components in organizing are assigning work and granting authority.
3. **Staffing:** After a manager observes his area's needs, he may choose to augment his staffing by enlisting, choosing, training, and creating representatives. A manager in a large organization regularly works with the company's human resources department to accomplish this goal.
4. **Leading:** A manager needs to accomplish something beyond plan, organize, and staff her team to achieve a goal. She should also lead.

Leading includes motivating, communicating, managing, and encouraging.

5. **Controlling:** After substitute segments are set up, a manager's movement isn't finished. He needs to reliably check comes to fruition against goals and take any helpful activities important to make without question that his area's plan stay on track.

All managers at every level of each organization play out these functions, yet the span of time a manager spends on every one relies upon both the level of management and the particular organization.

## 5. Roles of Manager

A manager's role is to a great degree in an organization. The achievement of organization depends on manager's capacity in utilizing the assets for accomplishing the pre-organized goals.

### 5.1 Interpersonal Role

Here managers are concerned with their interaction with people both inside and outside the organization. It is of three sorts.

- **Figure Head:** Perform ceremonial and symbolic duties such as greeting visitors and signing legal documents and different awards to outstanding workers.
- **Leader:** Manager's leader role includes leading his subordinates and motivating them for willing commitments. Manager is in charge of activities of his subordinates. He has to set example of hard work and dedication so subordinate take after his headings with deference.
- **Liaison Role:** In liaison role manager fills in as an interfacing join amongst his and outcasts or between his unit and other organizational units.

### 5.2 Informational Role

Informational role includes accepting gathering of information and conveying them as required. It is of three sorts.

- **Monitor:** Seek and receive information, i.e. scan periodicals and reports i.e. maintain personal contact with stakeholders.
- **Disseminator:** Forward information to organization members via memos and speeches.
- **Spokesperson:** Transmit information to outsiders via reports, memos, and speeches. It can be finished by attending question and answer sessions, gatherings and by issuing takes note.

### 5.3 Decisional Role:

It is important role. Manager has to take choices daily. In decisional role he performs four roles.

- **Entrepreneur:** As an entrepreneur the manger assumes certain dangers which can affect the organization. He has to take choices like expansion

or diversification, initiation of new undertakings, improvement of more seasoned techniques and so forth.

- **As a Conflict Handler:** As a conflict handler he has to take care of certain disturbance in organization, for example, settling representative question and strikes and so on.
- **Resource Allocator:** As a resource allocator managers satisfy the demand of various units as far as human physical and financial. He tries to use these resources in such way that no department languishes over their inadequacy.
- **Negotiator:** As negotiator manager has to take choices regarding costs with providers and clients. He also **deals** with trade unions and negotiates with them regarding working conditions and wage fixation.

Not every person can be a manager. Certain skills, or abilities to translate information energetically that outcomes in wanted performance, are required to enable workers to end up more beneficial.

- Technical skills
- Human skills
- Conceptual skills
- **Technical skills:** This requires the capacity to use an uncommon ability or authority to perform specific assignments. Bookkeepers, engineers, economic specialists, and PC scientists, as illustrations, have technical skills. Managers gain these skills at first through formal instruction and after that further make them through preparing and occupation **experience**. Technical skills are most essential at cut down levels of management.
- **Human skills:** This exhibits the **capacity** to work outstandingly in collaboration with others. Human skills create in the working environment as a spirit of trust in, eagerness, and true blue consideration in relational connections. A manager with extraordinary human skills has an abnormal state of mindfulness and an ability to comprehend or sympathize with the suppositions of others. A couple of managers are normally considered with awesome human skills, while others upgrade their skills through classes or experience. Notwithstanding how human skills are procured, they're basic for all managers in light of the exceptionally relational nature of managerial work.
- **Conceptual skills:** This requires the capacity to think scientifically. Logical skills empower managers to separate issues into littler parts, to see the relations among the parts, and to see the ramifications of any one issue for others. As managers accept ever higher commitments in organizations, they should manage more questionable issues that have long haul results. Once more, managers may get these skills at first through formal instruction and afterward additionally make them by means of **preparing** and occupation experience. The higher the management level, the more vital conceptual skills push toward getting to be. Albeit each of the three classifications contain skills fundamental

for managers, their relative significance tends to change by level of managerial commitment.

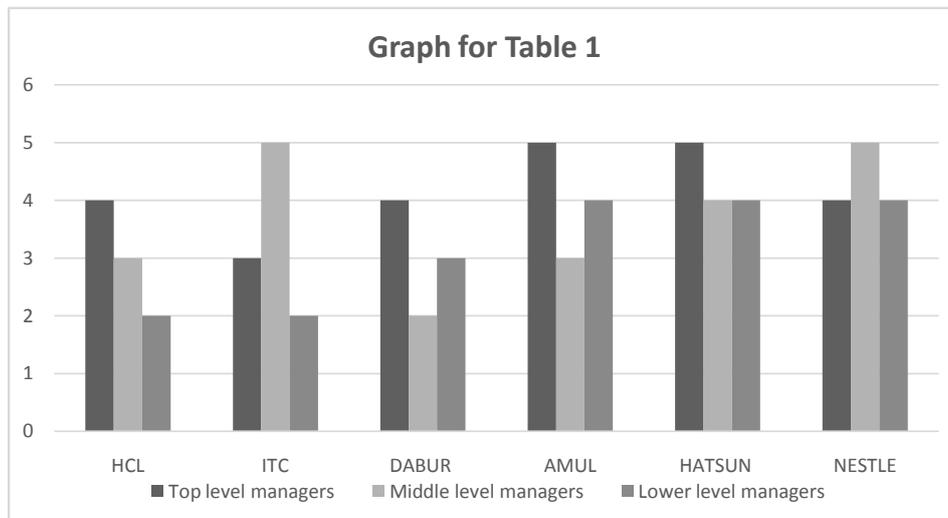
### 6. Findings

A survey was conducted in small companies to know how managers are performing their roles and functions in the organizations. We approached top level of the organization for knowing about the managers and the results were kind of mixed.

Table 1: The Collected Data is as Follows

Companies	Top level	Middle level	Lower level
HCL	4	3	2
ITC	3	5	2
DABUR	4	2	3
AMUL	5	3	4
HATSUN	5	4	4
NESTLE	4	5	4

Above in the Table 1, the companies have given their rating out of 5 in interview.



### 7. Result

- Most of the organization were satisfied with their managers as they were proper in satisfying the organizational goals.
- Most of the employees were sincere about their work and had good practical knowledge and well qualified.
- Most of the organizations were satisfied with their managers as they acted properly and reduce the proprietor’s tension and so on.

- On comparing with various levels of management, on the whole all companies were ok with the top level managers, but faced problem in middle and lower managers.
- Moreover, all the managers were not satisfied with their work environment.

## 8. Suggestions

Suggestion for management and managers for effectively achieving the goals.

- The organizations can recruit proper middle level managers or they can implement new ways to improve their skills like MDP/MG/Trainings etc...
- The organizations can afford a proper work environment and can appreciate and motivate employees whenever needed.
- Maintain a good belongingness and friendship with others.
- Manager should not bring personal problems in the work place.
- Managers must give importance Time Management.
- A manger must give importance to R&D and personnel management.

## 9. Conclusion

From this study we came to know how important a manager is; and if the manager fails to perform his role and functions properly, the management will fail in proving its success. Generally, great leaders are made not conceived. On the off chance that we have the want and determination, we can turn into a powerful leader. Other than that, managers have the power and obligation to settle on choices to deal with an endeavor. A manager has a vocation to do and is required to satisfy it. Not basically all managers are leaders. Managers may have a perfect leader whose style they may embrace. He or she must have the capacity to adapt to a considerable measure of things that go on at the same time. There are numerous parts that assistance make up a decent manager. Some can easily fall into place for individuals and others need to take a shot at them. Leadership skills are by and large induced learnt and created in view of introduction, cooperation and practice. So a manager must perform his roles of pre organizing, organizing, selecting right member for right tasks, lead by participating himself, and use his power and sanctions for controlling and decision making. And he must perform his functions like interacting with people both inside the organization and outsiders, involves receiving collecting of information and distributing them as required, and has to take decisions daily. Moreover, he must be technically, conceptually, practically skilled. A manager should be responsible, visionary, risk taking, appreciating, decision making to sustain the trust that a management has in them.

## 10. Conflict of Interest

Managers are the backbone behind any organization's success. For any organization, its success or failure depends on its managers. so I thought of, are managers performing their roles and functions properly? and do they really incline the organization to its success? These thoughts made me to start this study.

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