

A Study of Modern Business Management and workforce Management

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Successful companies have professional management as their Prime backbone. The success of organization depend on its management.

We need to look into current approaches to management development and better prepare organizations, work groups and individuals, for sustainable development in an increasingly competitive global environment. Management development is a systematic process of training and growth by which individuals gain and apply knowledge, skills, insights, attitudes to manage organisation effectively.

Introduction of Management

Management :-

The term management has been define differently by eminent authorities on the subjects. This is because management deal with people whose behaviour and attitude are highly unpredictable. Management is the administration of an organisation, whether it is a business, a not-for-profit organisation or government body.

Management includes the activities of setting the strategy of an organisation and coordinating the efforts of its employees (or of volunteers) to accomplish its objectives through the application of available resources, such as financial, natural, technological and human resources. The term "management" may also refer to those people who manage an organisation.

Business Management :- Management of a business. It include all aspects of overseeing and supervising business operations. Management is the act of allocating resources to accomplish desired goals and objective efficiently and effectively; it comprise planning organising, staffing, leading or directing and controlling an organisation (a group of one or more people or entities) or effort for the purpose of a accomplishing the goal. Management refers to the activities involved in functions like planning, organizing, leading and coordinating of resources.

Modern Management :-

Modern management theory focuses the development of each factor of workers and organisation. It is the integration of valuable concepts of the classical models with the social and behavioural sciences.

The Modern view is that "management" is the development of people and not the direction of things.

- Management is the development of people

The main statement of this approach are :-The business organisation is not merely an economic organisation but a social economic organisation. The social or informal environment on the job affects behaviour of worker. In order to develop a sense of belongingness among employee manager, must take interest in the employee's development.

- Management is not direction of thing :- Efficiency and effectiveness of physical and financial resources depend on development of human resources. Human resources is the most important assets of enterprise. Management gets the things done through people by the motivation then and not forcing them. Managing the human resources is the most challenging task because it's the most dynamic resources.

Introduction of modern management

The term "modern management consist of two words. The term modern reefer's to the a person who advocate or practices a departure from traditional style or values and the term management reefer's to the organising and maintaining an environment in within individual working together in group to accomplished a selected aims.

Management is one or the other form has existed in every hook and corner of the world sine the down of civilization. Modern management has grown with the growth of social-economic and scientific institution. Modern view consists that a worker does for their satisfaction and happiness with good living style.

"The modern theory is the integration of valuable concepts of the classical modern with the social and behavioural sciences. This theory posits that an organisation is a system that changes with the changes in the environment both internal and external.

Trends in modern workforce management :-

1. Employee expect self-service technologies on demand service has become the new horn, online banking, shopping and information available 24/7 have reset expectations, employees want some independence at work that have as consumer. Best in class organisation are empowering their employee by giving them accuse to manage their schedules when and where they want, employee can manage everything from bidding for open shifts, disclosing availability and requesting time off directly through a company specific web portal data collection device or mobile applications.
2. Working 9-5 no longer standard : The industrial resolution may have brought about the 8 hour workday, but the technological revolution make the idea of 9-5 obsolete young people are responding to emails before bid, taking call on their commutes and getting task done at home- all of which constitute 'time worked' organisation must now track this revaluing concepts of time worked, rather than simply tracking hour spent at the office, while taking into account legislative and regular requirement.
3. Compliance must be simple and easily achieved: Failure to comply with legislative and regulatory mandates has serious and expensive consequences but complex frequently evolving requirement can present a challenge to maintaining consistent compliance organisation with modern workforce management system can automate processes to reduce the risk of non compliance.
4. Visibility matters especially when it come to infractions: Organisation have rule around showing up on time, when employees can take break and hours regularly worked, but how are these rules enforced?? Does every manager apply the rules equitably or does one play favourites?? Organisation are looking for tools that can help apply time and attend rule evenly and fairly across the workforce. These tools eliminate in consistencies which can lead to employee dissatisfaction, turn over or even litigation.
5. Global operations rely on increased interaction and integration: As offices and worker in locations around the world strive to stay connected, the demand grow for global workforce management. In the past organisation with world-wide operation often functions in regional silos, rather than as unified enterprise. Now companies want a single global system with its myriad benefits one vendor, one common interface, international common interface, international consistency and integrated talent and warming applications.
6. Agile and flexible workforce management solution are key: Organisation want to offer their end user simple solution. Easy to use system that meet the business criteria. Unique rule and requirement. This often translate into standard in order to simplify system and procedure, However unique, union, trade association or collective bargaining requirement governing employ's time, accruals, scheduling and absence can pose challenges to simplifications.
7. Scheduling is personalized with skill or role-based "fit" per the task at hand: Scheduling is different. Making sure that have the best employee in the correct position is even more difficult. Organisation that understand their employee's skills and competencies, then apply this knowledge when scheduling, see a tremendous impact on productivity and profitability.

Management activities:

1. Planning: Look ahead and chart a course.
2. Organisation: Select and arrange people.
3. command: Oversee and stay out of details.
4. Coordination: Harmonize and facilitate .
5. Control : Ensure compliance on accounting, finance, technical and quality control.

Principles of Management:

1. Division of work
2. Authority and responsibility
3. Discipline
4. Unity of command
5. unity of direction
6. Sector dilation of individual interest to general interest.
7. Remuneration of personnel
8. Centralization
9. Scalar chain
10. Order
11. Equity
12. Stability of tenure and personnel
13. Initiative
14. E sprit de cores.

Trends in Workforce Management:- Workforce management is the Balancing work to be done with resources available to complete that work. Workforce also maintaining the productivity of people.

There are 6 phase in workforce management

1. Data gathering phase
2. Analysis phase
3. Forecasting Phase
4. Staffing calculation phase
5. scheduling phase
6. Real time management phase

Workforce management is about getting the right number of resources to handle the workload.

Trends in workforce management:- Customers expect that WFM functionality expand in both breadth and depth. customer require real time adoptive scheduling capabilities. Customer wants more self-service and gasification in WFM solutions. Customers want an easy migration to a cloud environment.

Customers want KPI information exposed in WFM to empower self-directed performance management.

Table

Particulars	WFM
Functionality	24%
Responding Process	45%
Manual Process	42%
Shift Trades	60%
Forecasts	43%
Intraday Issues	70%

Source: data based on ICMI Workforce management

Smaller contact centres demand complete WFM functionality.

24% of contact centres still don't use a WFM solution. Only 1 out of 4 measure forecast accuracy down to the half hour interval.

45% don't believe that their current reforecasting process is effective.

Less than 1/3 of contact centres are very satisfied with their existing scheduling process.

42% of people manage time off as a manual process.

Over 60% of contract centres handle shift trades manually.

Each week the average contact centre commits seven hours of manual work to PTO and shift change related requests.

Forecasts are off by more than 5% at least 43% of the time.

Customers require AI and automation in the WFM solution.

70% of intraday issues are handled manually by the WFM team managers or supervisors.

Customers require tools to achieve work-life balance.

Conclusion:

It is about encouraging and inspiring individual and team to give their best to achieve a desired result. Leadership plays a key role in human resource development. The achievement of excellence in business and management depends largely on the ability of the leader to convey his vision, enthusiasm and sense of purpose to his team. Practical ideas for improving operational efficiency in various areas such as work environment, layout of machines, improvement in tools, effective use of safety precautions and devices, maximum utilization of existing machinery and so on.

The Organizational development efforts have been more centred around the executive levels but the worker level have also been covered in such efforts. The cycle of organization development activities - diagnosis -action plan-intervention-feedback and evaluation- diagnosis have included employees of non-supervisory levels sometimes directly and some time indirectly.

The main idea of the in-basket exercise is that a person is required to assume the role of a fictitious executive or supervisor in a hypothetical situation. The in-basket situation is composed of a representative sample of a full year's performance in all aspects of job.

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