

# MANAGEMENT

## Unit 4. Human Resource Management

### Topics Covered :

- Leadership and Motivation
  - Maslow's Theory of Motivation
- Safety Management
  - Causes of accident
  - Safety precautions
- Assignment

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# Leadership and Motivation

## • Leadership:

- John Newstrom and Keith Davis - "the process of influencing and supporting others to work enthusiastically towards achieving objectives".

- It is the relationship in which one person influences others to work together to reach a desired level of achievement. If there is no follower, there is no leader.

- Leadership involves:

- Establishing a clear vision.

- Sharing that vision with others that they follow willingly.

- Providing the information, knowledge and methods to realize that vision, and

- Coordinating and balancing the conflicts of all members and stakeholders.

- Characteristics:

- Drive

- Intelligence

- Energy level and stress tolerance.

- Optimistic: Most leaders are highly optimistic.

- Emotional maturity

- Honesty and integrity

- Leadership and motivation

- Self-confidence

• Knowledge of the business.

- Types of leadership or leader style:

leader: "If your actions inspire others to dream more, learn more, do more and become more, you are a leader."

(i) Autocratic leadership:

- Classical approach.
- Rely on threats and punishment to influence employees.
- Do not trust employees.
- Do not allow employees to give their inputs.

(ii) Bureaucratic leadership:

- Leaders or managers manages "by the book".
- Want to do everything according to procedure or policy.
- Don't work without the approval of top level.
- Enforce the rules and regulations.

(iii) Democratic leadership:

- Also called Participative leadership.
- Encourages employees to be a part of decision.
- Develop plans to evaluate employees performance.
- Permits employees to establish goals.
- Supports employees to grow on job and be promoted them.
- Recognizes and encourages achievement of employees.

(iv) Laissez-faire leadership:

- Also known as "hands-off" style leadership.
- Provides very little or no direction to employees.
- Gives full freedom to employees.
- All authority or power is given to the employees who can determine goals, make decisions and resolve problems on their

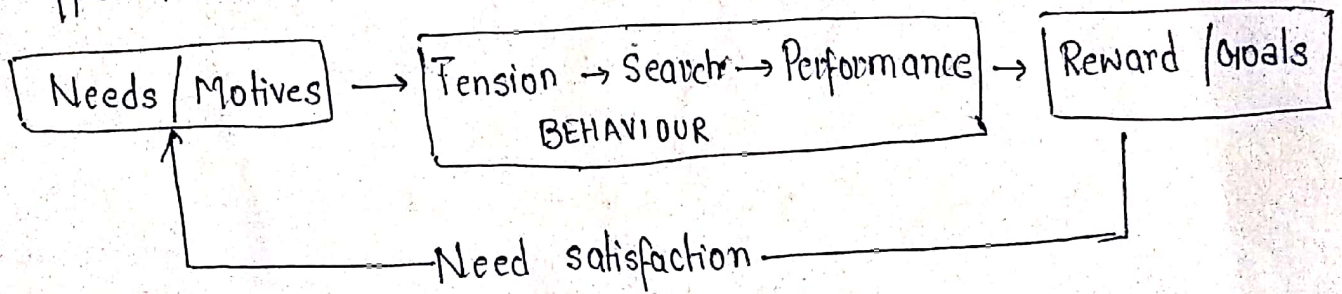
## - Importance of leadership:

- A clear vision
- Effective planning
- Inspiration and motivation
- New Ideas
- Employee Relation
- Crisis Management

## • Motivation :

→ It is defined as the process that initiates, guides and maintains goal-oriented behaviors.

→ Types Process :



→ Types :

(i) Intrinsic :-

- Internal motivation of a person.
- Person enjoys task, produce best results.
- People keep doing these activities without wishing money or rewards.
- Natural and automatic to do task.
- eg:- Writing poems for self interest.

(ii) Extrinsic:-

- Comes because of external things like praise and rewards.
- People may not enjoy the task or work, hence result not upto the mark.
- Person keeps on doing that they are getting money or reward.
- Person has to push and promote to do work.
- eg:- Writing poems to sell.

## Maslow's Theory of Motivation :

- The basis of Maslow's theory is that human beings are motivated by unsatisfied needs, and that certain lower needs need to be satisfied before higher needs can be satisfied.
- According to Maslow, there are general types of needs (physiological, safety, love and esteem) that must be satisfied before a person can act unselfishly. He called these needs "deficiency needs".
- As long as we are motivated to satisfy these cravings, we are moving towards growth, toward self-actualization.
- Satisfying needs is healthy, while preventing gratification makes us sick or act evilly.

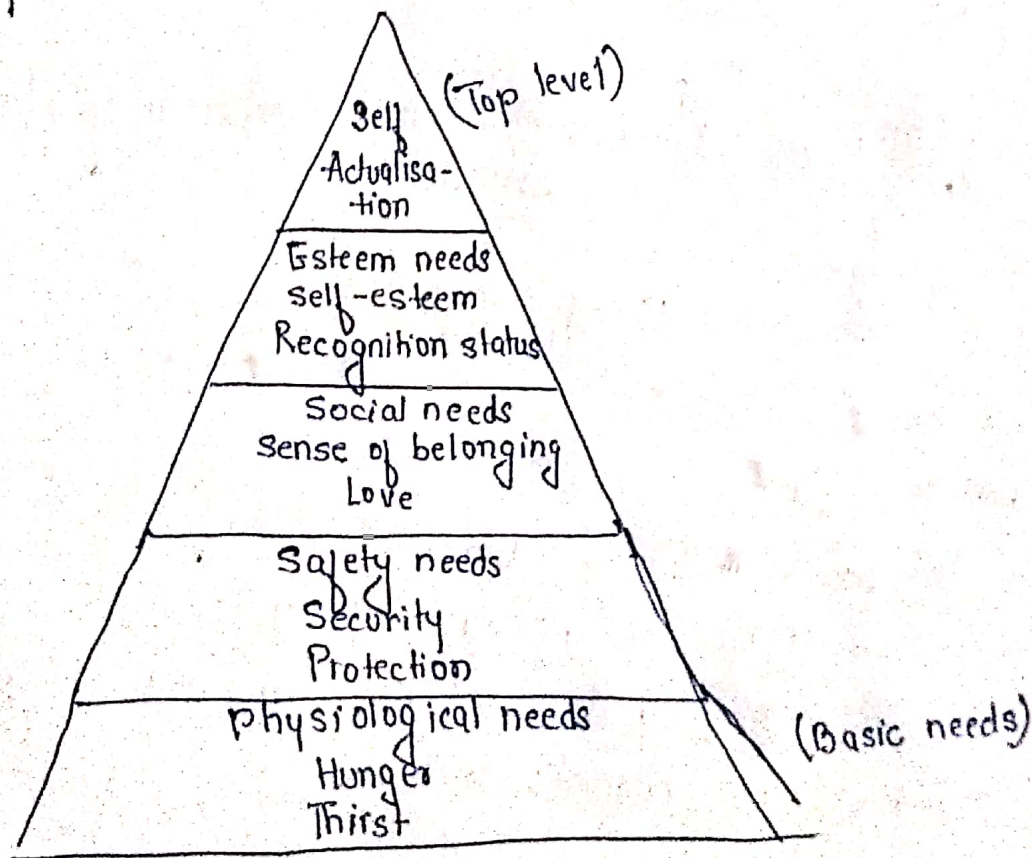


Fig :- Maslow's Theory of Motivation

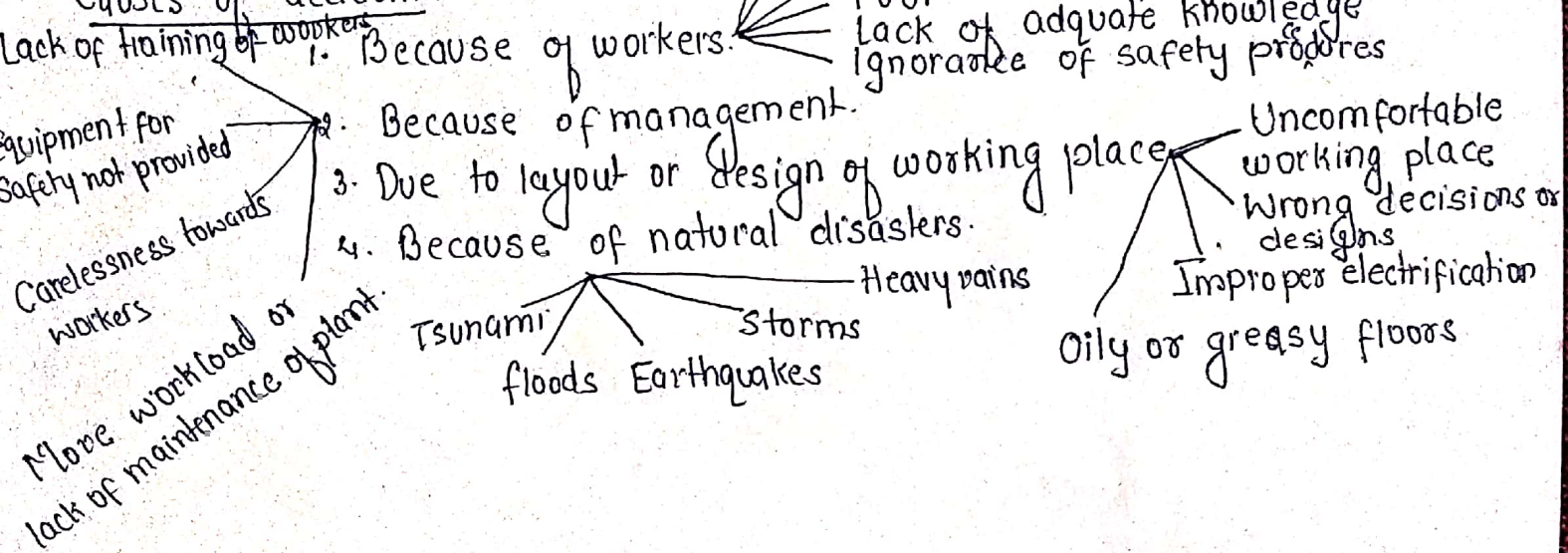
- Implication of this theory for supervisors or managers is that if organization keeps its employees happy and satisfied by fulfilling their needs like fundamental needs, respect, recognition, designation, reputation etc, then employees will work with full efficiency.

# Safety Management

- It ensures the peace and smooth working in an organization. It avoids the accidents and further problems which are related to that.
- Accidents are rare in industry. Some types of accidents are:

1. Near accident
2. Trial
3. Minor
4. Serious
5. Fatal

## Causes of accidents:



## Safety procedures:

1. Proper working methods considering safety.
2. Right people doing right work.
3. Safety instructions and training.
4. Safety programmes.
5. Fixing safety instructions.
6. Safety guards and inspection of safety equipments.

## Assignment

- Q.1) Explain the five levels of Maslow's Theory of motivation in detail.
- Q.2) Explain methods of safety of equipments.
- Q.3) Explain methods for fire control.
- Q.4) How can safety awareness will be promoted in department?