**Management Theory and Practice**

**September 2023 Examination**

**Q1. The new management at Arksons Ltd is finding it difficult to direct employees. They feel they are not able to direct them to do the work as desired. They recently heard about the Etzioni Theory and have hired you as a consultant to guide them on the same?**

**Ans;**

**Introduction**

Arksons Ltd, under its new control, currently needs help effectively directing its employees. The management team needs help to ensure personnel perform their work according to the desired standards and meet organizational goals. In search of an answer, the management has come across the Etzioni theory, which offers valuable insights and guidance on directing employees and fostering a productive work environment. As a consultant, I will provide an in-depth understanding of the Etzioni theory, its concepts, and its application within the context of Arksons Ltd.

The Etzioni theory, also called the organizational concept, was developed by sociologist Amitai

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**Q2. The management at Ape jay Ltd feel that performance levels of their employees have gone down. The management did try to use some motivation techniques but the same have failed miserably. Can you guide them about techniques to motivate individuals and groups as motivational trainer? (10 Marks)**

**Ans:**

**Introduction:**

Motivation plays an essential function in riding the performance and productivity of personnel in any company. When encouraged, personnel are more likely to be engaged, enthusiastic, and committed to their work. However, there are times when motivation techniques fail to yield the desired results, as in the case of Apeejay Ltd. Exploring alternative strategies and processes to inspire and inspire individuals and agencies becomes crucial. As a motivational teacher, I can guide effective techniques that the management can implement at Apeejay Ltd to improve employee motivation levels and beautify overall performance.

**Q3. Chauffer & Co. a very successful company dealing in car rentals feels that business is going down badly. The major reason identified is miscommunication amongst all the stakeholders which is leading to the losing out on business.**

**a. Can you as a consultant guide them about the barriers to communication? (5 Marks)**

**Ans:**

**Introduction:**

**The Importance of Effective Communication**

In today's rapid-paced enterprise environment, effective communication is crucial for the success of any employer. It's pivotal in facilitating easy operations, fostering collaboration, and building stable stakeholder relationships. Chauffeur & Co., a prominent car rental organization, has recognized that communication could increase their enterprise. This paper aims to guide

**b. Also, can you help them overcome these barriers? (5 Marks)**

**Ans:**

**Introduction**

In today's highly competitive business landscape, effective communication plays a vital role in the success and growth of any organization. However, communication can help progress and lead to significant losses. Chauffeur & Co., a renowned car rental company, has identified miscommunication as a substantial factor contributing to its declining business. To reverse this