FIELD: GOVERNMENT

CONTEXT:

What are the manager’s duties?

**The Duties of the Manager**

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**Abstract**

Management is the integrating force of the activities carried out in the organization. Management is the whole process of management functions such as planning, organizing, motivating and controlling, which is performed to accomplish the main objectives of the organization by the use of people and other resources. Managers play a decisive role in all management process. They set goals, plan and organize the activities, motivate people and monitor the activities. They are also responsible for themselves and staff. That is why it is crucial to analyze and discuss the duties of managers and its influence on management process. This article presents the essence of management, the duties of the managers by H. Mintzberg. The paper concludes by outlining the main skills of the managers.

*Keywords:* management, manager

**The Duties of the Manager**

Mary Parker Follett defines management as the`` art of getting things done through people”. A manager is one who contributes to the organization’s goals indirectly by directing the efforts of others – not by performing the task himself. On the other hand, a person who is not a manager makes his contribution to the organization’s goals directly by performing the task himself.

George R. Terry defines management as a process ``consisting of planning, organizing, actuating and controlling, performed to determine and accomplish the objectives by the use of people and other resources”.

Thus, management is the sum-total of all those activities that:

* Determine objectives, plans, policies and programmes.
* Secure men, material, machinery cheaply.
* Put all these resources into operations through sound organization.
* Direct and motivate the men at work.
* Supervise and control their performance (Pal, Bansal).

Managers are responsible for setting and achieving the firm’s goals with and through other people. There have been a number of studies on what managers actually do, the most famous of which conducted by Professor Henry Mintzberg in the early 1970s (Mintzberg, 1973). After following managers around for several weeks, Mintzberg concluded that managers assume multiple roles. A role is an organized set of behaviors, and Mintzberg identified ten roles, which he divided into three groups: interpersonal, informational, and decisional. The informational roles link all managerial work together. The interpersonal roles ensure that information is provided. The decisional roles make significant use of the information (Carpenter, Bauer, Erdogan, 2012).

1. Interpersonal roles are the following:

* Figurehead- Managers have social, ceremonial and legal responsibilities. They are a source of inspiration. People look up to them as a person with authority, and as a figurehead.
* Leader- Managers provides leadership for the team, organization, and manages the performance and responsibilities of everyone in the group.
* Liaison- Managers communicate with internal and external contacts.

1. Informational roles are:

* Monitor- Managers regularly seek out information related to the organization and industry, looking for relevant changes in the environment. They also monitor the team, in terms of both their productivity and their well-being.
* Disseminator- Managers communicate potentially useful information to the colleagues and the team.
* Spokesperson- Managers represent and speak for their organization. They are responsible for transmitting information about their organization and its goals to the people outside it.

1. Decisional roles are:

* Entrepreneur- Manager creates and controls change within the organization. This means solving problems, generating new ideas and implementing them.
* Disturbance Handler- When an organization or team hits an unexpected roadblock, it is the manager who must take charge.
* Resource Allocator- Managers need to determine where organizational resources are best applied. This involves allocating funding, as well as assigning staff and other organizational resources.
* Negotiator- Managers take part in, and direct important negotiations within the team, department, or organization (Mintzberg’s Management Roles).

Performing these roles is the basis of a manager’s job.

The effectiveness of management depends on managers’ skills. Robert Katz identifies three critical skills sets for successful management professional technical skills, human skills, and conceptual skills (Managerial skills).

We have summed up the most important skills for management:

* Leadership skills;
* Influencing, delegating abilities;
* Communication skills;
* Critical thinking skills;
* Collaboration and negotiation skills;
* Project management skills;
* Human resources management skills;
* Time management skills;
* Forecasting skills.

Managers should be fast at planning, should be able to organize and delegate work, motivate people, control the performance, and collaborate with others. They should be energetic and goal- oriented creative and initiator, flexible in new situations, responsible, etc. They should have critical thinking, communication skills, decision making methods and techniques, teamwork skills, broad and non-standard thinking, self-development and personal growth needs.

As the traditional ways of managing have changed, nowadays the managers, instead of traditional planning, organizing, measuring and controlling, should create vision and empower, align the web of relations, inspire and coach and be focused on creating a value.

**References**

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