

IQRA NATIONAL UNIVERSITY

FINAL ASSIGNMENT BS SOFTWARE ENGINEERING

NAME: AHMED JUNAID ID: 15815

SEMESTER 2nd BS(SE)

SUBJECT: Principle of management

Question 1: Identify sources of leader power and the tactics leaders use to influence Others.

Answer:

There are four (4) sources of leader power:

- 1- Positional Power
- 2- Expert Power
- 3- Reward Power
- 4- Coercive Power

Now what are these I will explain In simplest way possible:

Positional Power:

As the name says it's the rank power like for example CEO of an organization has highest rank power or positional power



Expert Power:

Expert power defines as if the leader has significant knowledge or skills like for example there's senior Software engineer he has Expert power over the junior software engineers

Reward Power:

As the name suggests this power deals with rewarding the employee if he does something better to motivate him for example if Ahmed has worked hard for the some dev company the leader or ceo will increase the pay scale or vice versa (can take away the reward or decrease the pay scale if other way around).

Coercive Power:

Well this is not a every time power the need for this is felt when leader feels that the behaviors of his employees or the environment itself is not running as planned he or she (leader) can take action and initiate a proper protocol and proper policies to make his company / organization running and safe from threats .

Leader Tactics use to influence other:

There are eleven tactics that leader uses to influence others because as a leader he/she need to have direct or indirect influence to employee

- 1- Pressure
- 2- Assertiveness
- 3- Legitimizing
- 4- Coalition
- 5- Exchange
- 6- Upward appeals
- 7- Ingratiation
- 8- Rational persuasion
- 9- Personal appeal
- 10- Inspirational appeals
- 11- Consultation

Pressure:

Leader can seek influence through demand and threats to put them under pressure or to make them accept and support the proposal.

Assertiveness:

Leader can seek influence through repeatedly making requests and setting a deadline for an project or express anger towards individuals who don't meet expectation work

Legitimizing:

Leader can seek influence through persuading others to accept the request to do certain projects

Coalition:

Leader can seek influence through the aid of others to persuade them to do something

Exchange:

Leader can seek influence through making explicit or implicit promise that other will receive rewards or tangible benefits if they follow with request or remind other of favor that they should give good as they got good

Upward Appeals:

Leader can seek influence through approval or acceptance of those in higher ranks within an organization before making a request of someone

Ingratiating:

Leader can seek influence through getting others in a good mood or to think favorably benefiting for them before asking anything to do

Rational persuasion:

Leader can seek influence through logical arguments and factual evidence to persuade others that a proposal or request is viable and likely to result in task objectives

Personal appeals:

Leader seeks influence through offering special favor for them or relying on interpersonal relationship to influence their behavior

Inspirational appeals:

Leader can seek influence through making emotional request or proposal that arouses enthusiasm by appealing to others value and ideals or make them confident that they will succeed

Consultation:

Leader can seek influence through involving other participation in making a decision or planning how to propose policy, strategy change

Question 2:Describe and explain the importance of contingency planning, scenario building, and crisis planning in today's environment.

Answer:

Contingency planning

The reason of a contingency plan is to allow an organization to go back to its daily operations as fast as possible after an unforeseen occasion. The contingency plan protects resources, minimizes patron inconvenience and identifies key personnel,

assigning specific obligations in the context of the recovery. For example, human assets might also expand worker evacuation plans; aid worker advantages packages, including fitness care or employee's reimbursement; or lease brief people as needed.

Scenario Planning

Scenario planning is making assumptions on what the destiny goes to be and the way your business surroundings will change time beyond regulation in mild of that destiny.

More exactly, Scenario planning is identifying a specific set of uncertainties, exclusive "realities" of what would possibly happen in the destiny of your commercial enterprise.

For example, Farmers use scenarios to expecting whether or not the harvest could be desirable or terrible, depending on the weather. It allows them forecast their sales however also their future investments.

Military establishments use situation planning in their operations to address any not likely conditions, looking forward to the effects of every occasion. In this case, situation making plans can imply the distinction among existence and dying. Scenario planning won't have such dire effects to an employer, but if not carried out, you risk establishing the door to improved expenses, expanded dangers, and overlooked possibilities.

Crisis Planning

A Crisis Management Plan is a hard and fast of methods to manipulate a extensive variety of crises, from health and safety incidents to business disruptions to reputational damage. This consists of emergency reaction plans, crisis communications plans and the steps to invoke a Business Continuity Plan and/or a Disaster Recovery Plan whilst relevant.

A true Crisis Management Plan must cover as a great deal contingency as feasible. Certainly, an IT staff could have a main role when the disaster involves an IT infrastructure. However, absolutely everyone in a business can have some position to play in recuperating from a crisis, regardless of how huge or small.

Even team of workers now not concerned in the real healing will need to be saved up-to-date to realize how they can continue with their jobs. Directly worried staff will want to know their roles inside the recovery and any pertinent time frames for completing their tasks

Question 3: ORGANIZATIONAL CONTROL' is the process of monitoring, comparing, and correcting work performance

NAME How (source of information) and What we measure in the process?

Answer:

Simply said, Controlling is the process whereby managers monitor and regulate how efficiently and effectively an organization and its members are performing the activities necessary to achieve organizational goals. In controlling, managers monitor and evaluate whether their organization's strategy and structure are working as intended, how they could be improved, and how they might be changed if they are not working. Control involves keeping an organization on track and anticipating events that might occur. It is also involved with keeping employees motivated, focused upon important problems facing the organization, and working together to take advantage of opportunities.

The Importance of Organizational Control:

A control system contains the measures that allow managers to assess how efficiently the organization is producing goods and services.

1. Without a control system in place, managers have no idea how their organization is performing and how its performance can be improved.
2. Organizational control is important in determining the quality of goods and services because it gives managers feedback on product quality.
3. Effective managers create a control system that consistently monitors the quality of goods and services so that they can make continuous improvements to quality.
4. By developing a control system to evaluate how well customer-contact employees are performing their jobs, managers can make their organizations more responsive to customers.

5. Monitoring employee behavior can help managers find ways to increase employees' performance levels.
6. Controlling can raise the level of innovation in an organization by deciding on the appropriate control systems to encourage risk taking.

Organizational Control:

Organizational Control is the process of monitoring comparing and correcting work performance

In an organization a control is important to keep track of what is the progress made by the company here are few things we take into consideration when we measure:

Employees:

- ❖ Satisfaction
- ❖ Turnover
- ❖ Absenteeism

Budgets:

- ❖ Cost
- ❖ Sales
- ❖ Output

And how we check on these is what is called sources of information:

- ❖ Oral reports
- ❖ Written reports
- ❖ Statistical reports
- ❖ Personal observation

Personal observation:

Good side:

By taking personal observation one get firsthand knowledge directly from the source and the reports are more intensive in coverage

Bad side:

By taking personal observation manually is very much time consuming and can include emotional change

Statistical report:

Good side:

By taking statistical report one can easily visualize and can see the relation between each and every features

Bad side:

Statistical report can be limiting and doesn't shows all the info needed or doesn't cover all of the organization

Oral reports:

Good side:

Oral reports are fast and easy way to get direct information about the subject and it allows verbal and nonverbal feedback

Bad side:

As its fast and easy way to get direct information but the information given can't be documented and so the information is filtered

Written reports:

Good side:

Written reports are so far the best option because its comprehensive, formal, and easy to file them and it is solid information

Bad side:

It takes much longer than personal observation because the gather info must be prepare / written before they are sent forward

Question 4: NAME various organizational sources of resistance to change

Answer

There are numerous sources of resistance to change I choose the one I think is important and have strong base:

Insecurity:

For human beings running in a comfortable surroundings for pretty a while, a trade of environment regularly brings approximately uncertainty and those now not understand precisely what to expect from the implementation of change. A feel of lack of confidence prevails in people who are subjected to trade from one environment to some other. For instance, while someone moves from high school to university or from one job in a town to every other process in every other metropolis, a feel of insecurity might also occur.

Possible social loss:

Change has a capability to bring about social loss. The casual paintings organization may be extraordinarily robust. If a alternate causes an

individual to be transferred, the power of the organization is possibly to be faded. The man or woman who is transferred gets affected as he or she loses the affiliation with the other participants of the organization. This loss is called 'social losses

Economic losses:

New generation may additionally allow a firm to provide the identical quantity with fewer personnel. Even though a number of the personnel rendered surplus in some department due to automation, may be redeployed and retained, a few other workers may additionally go through an financial loss.

Inconvenience:

Even when a change isn't always associated with a social or financial loss, new technique and techniques may also must be learnt. Physical and mental electricity need to be expended and some may not like the equal.

Resentment of manage:

When personnel are informed that a trade is to take region, they're made to understand that they do no longer have every other option aside from implementing the change. This may additionally create some resentment that personnel may not have any control over their destiny. Even though the change can be for better, they're likely to resent the alternate. For instance, if the control makes it obligatory for the employees to wear uniform, then such alternate may be resented due to the fact the employees feel that they do no longer have any other choice but to wear uniform.

Unanticipated repercussions:

Because the employer is a machine, a trade in one department or department is probably to have unexpected repercussions in any other. For example, a newly designed job might also require a change in supervisory conduct and supervisors may also withstand this modification even if they initially supported the concept of activity enrichment by way of redesigning the roles.

Threats to persuade:

When a trade is likely to lessen the electricity base of a group, branch or division, even if it is ideal for the organization as an entire, it's far in all likelihood to meet resistance of employees involved with the trade.

Question 5 How do teams contribute to organizations? WRITE down the Usefulness and Common problems in teams

Answer:

Team:

A small group of people with complementary skills, who work together to achieve a shared purpose and hold themselves mutually accountable for performance results they are sort of workers which aim to single target

An organization is always in need of teams that can make their organization better these team working together to accomplish common goal is called as teamwork

Team and teamwork roles for managers:

Supervisor

Supervisors are the head of a formal work unit

Network facilitator

These individuals serves as a peer leader and network hub for a special task force

Participant

These are people which become helpful contributor member of a project team

External coach

These people serves as the external convener or sponsor of a problem-solving team staffed by others

Usefulness of teams:

- ❖ More resources and people for problem solving
- ❖ Improved creativity and innovation because more people means more minds hence more creativity
- ❖ Improved quality of decision making again because of more people
- ❖ Greater commitments to tasks
- ❖ Higher motivation through collective action because of unity and compassion
- ❖ Better control and work discipline
- ❖ More individual need satisfaction

Common problems in teams:

- ❖ Personality conflicts
- ❖ Individual differences in work styles
- ❖ Ambiguous agendas
- ❖ Ill-defined problems
- ❖ Poor readiness to work because of the following reasons:

1. Lack of motivation
2. Conflicts with other deadlines or priorities
3. Lack of team organization or progress
4. Meetings that lack purpose or structure
5. Members coming to meetings unprepared

Teams face challenges to effective collaboration and achieving their goals.

The collaborative nature of teams means they are subject to risks that people working alone do not face. Team members may not always work well together, and focusing the efforts of individuals on shared goals presents challenges to completing tasks as efficiently and effectively as possible. The following risks can lead to team dysfunction and failure to achieve important organizational objectives.

Individuals Shirking Their Duties

Since team members share responsibility for outcomes, some individuals may need to do additional work to make up for those not contributing their share of effort. This can breed resentment and foster other negative feelings that can make the team less effective. One cause of this is the failure of the team to establish clear norms of accountability for individual contributions to the group effort.

Skewed Influence over Decisions

Sometimes an individual or small number of team members can come to dominate the rest of the group. This could be due to strong personalities, greater abilities, or differences in status among members. When individuals either do not feel listened to or believe their ideas are not welcome, they may reduce their efforts.

Lack of Trust

Effective collaboration requires team members to have confidence that everyone shares a set of goals. When that belief is missing, some individuals may not feel comfortable sharing their ideas with the group. Lack of trust can also lead to miscommunication and misunderstandings, which can undermine the group's efforts.

Conflicts Hamper Progress

While conflicts are a common aspect of working together and can even be beneficial to a team, they can also negatively affect team performance. For instance, conflict can delay progress on tasks or create other inefficiencies in getting work done.

Lack of Teaming Skills

When team members do not have the collaboration skills needed to work well with others, the overall ability of the team to function can be limited. As a result, conflicts may be more likely to arise and more difficult to resolve.

Missing Task Skills

A team that does not have the expertise and knowledge needed to complete all its tasks and activities will have trouble

achieving its goals. Poor team composition can lead to delays, higher costs, and increased risk.

Stuck in Formation

Sometimes the group cannot move on from defining goals and outlining tasks to executing its work plan. This may be due to poor specification of roles, tasks, and priorities.

Too Many Members

The size of the team can sometimes affect its ability to function effectively. Coordination and communication are more complex in a larger team than in a smaller one. This complexity can mean that decisions must take into account greater amounts of information, meetings are more challenging to schedule, and tasks can take longer to complete.

Groupthink

Outcomes can suffer if team members value conflict avoidance and consensus over making the best decisions. People can feel uncomfortable challenging the group's direction or otherwise speaking up for fear of breaking a team norm. This phenomenon is known as "groupthink." Groupthink can limit creativity, lead to poor choices, or result in mistakes that could have been otherwise avoidable.

While teams have many benefits, their effectiveness depends on how well members can avoid common risks and difficulties or minimize their negative consequences when they occur.