

**Iqra National University**

**Program BS Software Engineering Section B**

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**SUBJECT:PRICIPAL OF MANAGEMENT**

**SEMESTER (2)**

**SUBMITTED TO MISS MEHWISH KHAN**

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**Finel term paper:**

**Q1: identify source of leader power and the tactics leaders use to influences others?**

**ANS: LEADER:** A leader have an attitude that make him different from his followers.

**SOURCES OF LEADER POWER:**

* **EXPERT POWER:** Knowledge is power expert power is derived from possessing knowledge or expertise in a particular area such people are highly valued by organizations for their problem solving skills people who have expert power perform critical tasks and are therefore deemed indispensable.
* **LEGITIMATE POWER:** Legitimate power is also known as positional power it’s derived from the position a person holds in an organization’s hierarchy job descriptions, exp: require junior workers to report to managers and give managers the power to assign duties to their juniors.
* **REWARD POWER:** Reward power arises out of the authority that a person has to recognize and reward people ways to do this can be by salary hikes bonuses paid leave company sponsored vacation or even promotions employees who possess reward power can influence the performance of employees considerably.
* **COERCIVE POWER:** coercive power is the power that a person has which he/she uses to coerce or threaten other employees. Coercive power is used to enforce strict deadlines and punishable actions in the work place and scare employees. E.G salary cut or leave cut etc.
* **REFERENT POWER:** referent power is derived from the interpersonal relationship that a person cultivates with other people in the organization. People possess reference power with other respect and like them referent power arises from charisma, as the charismatic person influences others via the admiration, respect and trust others have for her.

**TACTICS LEADERS USE TO IINFLUENCES OTHERS:** The effective leader needs as many influence tactics at her disposal as possible.

* **PRESSURE:** seeks influence through demands, threats or intimidation to convince others to comply with a request or to support a proposal.
* **ASSERTIVENESS:** seeks influence through includes repeatedly making requests, setting timelines for project completion or expressing anger toward individuals who do not meet expectations.
* **LEGITIMATING:**  seeks influence through persuading others that the request is something they should comply with given their situation or position.
* **EXCHANGE:** seeks influence through making explicit or implicit a promise that others will receive rewards or tangible benefits if they comply with request or reminds others of a favor that should be reciprocated.
* **INGRATIATING:** seeks influence through getting others in a good mood or to think favorably of them before asking them to do something.
* **UPWARD APEALS:** seeks influence through the approval/acceptance of those in higher positions within the organization prior to making a request of someone.

**­­­­Q2 : describe and explain the importance of contingency planning , scenario building and crisis planning in todays environment?**

**Ans :** contingency planning: a course of action designed to help in organization respond effectively to significant future event or situation that may or may not happen.

**IMPORTANCE OF CONTINGENCY PLANNING:**

Presently, having a [comprehensive contingency plan](https://www.lifehack.org/569736/the-ultimate-guide-for-comprehensive-contingency-plan) is imperative for the survival of any business organization.  those businesses that can adapt through proper planning will be able to survive the many challenges the business world presents.

### **1) IT LESSENS PANIC AND PROMOTES ACTION:**

When a crisis happens, the easiest and most natural reaction is to panic if you do not have a clear plan of action to follow. However, with a well-thought-out plan, employees can react faster, think on their feet and speed up recovery operations to avert the crisis in good time.

### **2) IT INCREASES FLEXIBILITY:**

Besides increasing your organization’s general preparedness, contingency planning gives your organization the flexibility to shift focus from unpromising business prospects to more promising ones Instead of taking too long to move from ineffective business models to more effective ones, contingency plans save you time by guiding you through the transition process into better systems and strategies that are more profitable

### **3) ALLOWS EXPLOITATION OF OPPORTUNITIES:**

Contingency planning not only entails preparing for disasters, but it also encompasses opportunity planning. Opportunity planning is a methodical approach that involves analyzing different market parameters to identify opportunities your organization can exploit. By identifying and taking advantage of these opportunities, your organization will maximize its profit potential and gain new customers in the process.

### 4) **IMPROVES YOUR ORGANIZATION’S REPUTATION:**

Regardless of the size of your enterprise, your customers are likely to run away when they realize you’re not prepared to meet crises. Take for instance a bank. If it cannot assure its customers of the security of their funds regardless of future circumstances, then the customers will presumably take their money elsewhere.

### **5) BOOSTS INSURANCE AND CREDIT CREDIBILITY:**

Insurance and access to credit are among the most important things for the continued survival of any business. Easier access to credit ensures a business can meet its capital demands while access to insurance enables a business to secure its assets against theft or damage.

### **6)** **CONTINGENCY PLANS KEEP YOUR BUSINESS RUNNING:**

Disruptions such as lack of working capital, machine breakdowns, and natural disasters are among many other factors that can cause your business to come to a halt. Having a well-thought-out contingency plan can help weather these crises without having to shut down your business.

**Scenario building:** An extension of contingency planning is a forecasting technique is called scenario building.

Looking at trends and discontinuities and imagining possible alternative futures to build a framework within which unexpected future events can be managed Forces managers to rehearse mentally what they would do if their best-laid plans were to collapse

**Crises planning**: enable them to cope with unexpected events that are so sudden and devastating that they have the potential to destroy the organization if managers aren’t prepared with a quick and appropriate response. How a company manages problems and overcomes crises can make the difference between a successful and a bankrupt company. Many businesses are not prepared to handle problems that develop within their organization. A crisis is an event or series of events, that can create a threat to an organization's existence. We are going to examine a case study to demonstrate how the crisis planning process should effectively work in order to prevent further complications for a company. Let's take a look at Healthy Drugs, the manufacturer of a heart medication that is about to face a massive crisis that could destroy the company

### **What you need to include in your crisis plan:**

Crisis planning spans preparation, development of processes, and testing and training.

An effective CMP should tackle the following initiatives:

1) Identify crisis management team members.

2) Document what criteria will be used to determine if a crisis has occurred.

3) Establish monitoring systems and practices to detect early warning signals of any potential crisis situation.

4) Specify who will be the spokesperson(s) in the event of a crisis.

5) Provide a list of key emergency contacts.

6) Document who will need to be notified in the event of a crisis and how that notification will be made.

7) Identify a process to [assess the incident](https://searchsecurity.techtarget.com/tip/Incident-response-frameworks-for-enterprise-security-teams) its potential severity and how it will impact the building and employees.

8) Identify procedures to respond to the crisis and emergency assembly points where employees can go.

9) Develop a strategy for social media posting and response.

10) Provide a process for testing the effectiveness of the crisis management plan and updating it on a regular basis.

Q3 : **ORGANIZATOINAL CONTROL is the process of monitoring comparing and correcting work performance name how (source of information) and what we measure in the process?**

Ans : **controlling** : A process of monitoring, comparing correcting performance and taking action to ensure desired results.

The controlling process: the controlling process is the four step process of measuring actual performance, comparing actual performance against standard and taking managerial action to correct deviations .

**4 Steps of Control Process are;**

1. Establishing standards and methods for measuring performance.
2. Measuring performance.
3. Determining whether performance matches the standard.
4. Taking corrective action.

**1)ESTABLISH STANDARDS:** the standard against which we compare the actual performance in order to figure out the differences

* **Standard could be set on the basis of ;**
* **Profitability standard:** how much company would like to make its profit over a given period of time
* **Market position standard:** standards indicate the share of total sales in the market
* **Productivity standards:** how much various segments should produce

The standard set at the beginning of controlling process

**2)Merging performance:** measure the actual performance.

**3)determining whether performance match the standard:** It involves comparing the measured results with the standards already set.if the actual performance is match to the standard so complete the controlling process. If the actual performance is not match to the standard some deviation are accrue.

**4)Taking corrective action:** In case there are discrepancies between actual performances and standard managers need to take corrective actions immediately. Timely corrective actions can reduce losses as well as prevent them from arising in the future again.

Before taking corrective action manager should make sure that the standard are properly established and that there measurements of performance are valid and reliable

* **Types of control :**
* **Pre control:** control the takes place before the work is performed.
* **Concurrent control:** refer to the control the takes place as work is being performed
* **Feed back control:** thus refer to the control that concentrate on the post organizational performance.

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**Q4: name of varios organization source of resistance to change?**

**Ans:** A change may cause some loss to the person or organization effected by it.

**Insecurity:** for people working in a comfortable environment for quite some time a change of environment often brings about uncertainty and people no longer know exactly what to expect from the implementation of change. A sense of insecurity prevails in people who are subjected to change from one environment do another. For example, when a person moves from high school to college, or from one job in a city to another job in another city, a sense of insecurity may occur.

**POSSIBLE SOCIAL LOSS:** Change has a potential to bring about social loss. The informal work group may be extremely strong if a change causes an individual to be transferred the power of the group is likely to be diminished the individual who is transferred gets affected as he or she loses the association with the other members of the group this loss is referred to as social loss

**ECONOMIC LOSES:** new technology may enable a firm to produce the same amount with fever employees. Even though some of the employees rendered surplus in some department of automation may be redeployed and retained, some other workers may suffer in economic loss.

**INCONVENIES:** Even when a change is not associated with a social or economic loss, new procedure and techniques may have to be learned. Physical and mental energy need to be expended and some may not like the same.

**RESENTMENT OF CONTROL:**  when employees are told that a change is to take place, they are made to realize that they do not have any other option other then implementing the change. This may create some resentment that employees may not have any control over there destiny. Even though the change may for better. They are likely to resent the change. For exp, if the management makes it compulsory for the employees to wear uniform then such change maybe resented

Because the employees feel that they do not have any other choice but to wear uniform.

**THREATS TO INFLUENCE:** when a change is likely to reduce the power base of a group, department of division, even if it is good for the organization as a whole, it is likely to meet resistance of employees concerned with the change. Here are another five common sources of resistance to change

**THE THREAT OF POWER ON AN INDIVIDUAL LEVEL:** it is more likely that managers will resist changes that will decrease their power and transfers it to their subordinates in such a way, the threat of power is one of the causes of resistance to change;

**LOSING CONROL OF EMPLOYEES:** the change process sometime can reduce the level of control of control that managers can conduct. In such a away managers can resist the proposed changes if the change process will require a reduction of their control power;

**JOB’S SECURITY:** organizational change can eliminate some workplaces’ can produce technological excess, layoffs and so on. Job’s security simply is one of the causes of resistance to change

Q5: how do teams contribute to organization? Write down the usefulness and common problem in team?

Ans:

**TEAM** : A group of people that come together to fulfil a goal or a united purpose .

**TEAM WORK**: the process of working collaboratively with a group of people to achieve a goal.

**HOW DO TEAMS CONTRIBUTE TO ORGANIZATION:**

* **Team and teamwork roles for managers:**
  + Supervisor: serving as the appointed head of a formal work unit
  + Network facilitator: serving as a peer leader an network hub for a special task force
  + Participant: serving as a helpful contributing member of a project team
  + External coach: serving as the external convener or sponsor of a problem-solving team staffed by others

A small group of people with complementary skills, who work together to achieve a shared purpose and hold themselves mutually accountable for performance results. Team work the process of people actively working together to accomplish common goals.

**TEAM USEFULLNESS:**

Work efficiency: teamwork enables you to accomplish tasks faster and more efficiently than tackling projects individually. Cooperating together on various tasks reduces workloads for all employees by enabling them to share responsibilities or ideas. Team work also reduces the work pressure on every worker, which allows him to be through in the completion of the assigned roles. In sharing ideas or responsibilities, every employee should have a role that suits his specialization. You should also consider employees' levels of interest in the project at hand, which positively influences the efficiency or speed of their output in accomplishing the task.

**Improved Employee Relations:**

Teamwork is important in an organization because it provides employees with an opportunity to bond with one another, which improves relations among them. Workers who constitute a team working on a project often feel valued upon the successful completion of such tasks. A situation in which all of them find a chance to contribute towards the tasks improves relations within the team and enhances their respect for each other. Improved employee relations also result from the fact that teamwork enhances cohesion among members, thanks to increased trust among them.

**Increased Accountability:**

Teamwork increases the accountability of every member of the team, especially when working under people who command a lot of respect within the business. Team members do not want to let each other down and hence do their best to contribute to the successes of their teams. In contrast to working solo on a project, peer pressure is usually high within teams such that cases of low morale are less likely to impact individuals. As a business owner, you would benefit from increased productivity through efficient team projects, which may be completed well ahead of the deadline.

**Learning Opportunities**

Cooperating on a project is an opportunity for new workers to learn from more experienced employees. Teams often consist of members who differ from one another in terms of skills or talents. Working together is a great opportunity to acquire skills that an employee never had beforehand. Unlike working alone on a project, teamwork affords people the opportunity to challenge the ideas of each other and come up with a compromise solution that contributes to the successful completion of the task.

Why teams are good for organization:

* More resources for problem solving
* Improved creativity and innovation
* Improve the quality of decision making
* Increase motivation of member
* Better control and work discipline.

**Common problem in team** :

* Absence of team identity. Members may not feel mutually accountable to one another for the team’s objectives. There may be a lack of commitment and effort, conflict between team goals and members’ personal goals, or poor collaboration.
* Difficulty making decisions. Team members may be rigidly adhering to their positions during decision making or making repeated arguments rather than introducing new information.
* Poor communication. Team members may interrupt or talk over one another. There may be consistent silence from some members during meetings, allusions to problems but failure to formally address them, or false consensus (everyone nods in agreement without truly agreeing).
* Inability to resolve conflicts. Conflicts can not be resolved when there are heightened tensions and team members make personal attacks or aggressive gestures.
* Lack of participation. Team members fail to complete assignments. There may be poor attendance at team meetings or low energy during meetings.
* Lack of creativity. The team is unable to generate fresh ideas and perspectives and doesn’t turn unexpected events into opportunities.
* Groupthink. The team is unwilling or unable to consider alternative ideas or approaches. There is a lack of critical thinking and debate over ideas. This often happens when the team overemphasizes team agreement and unity
* Ineffective leadership. Leaders can fail teams by not defining a compelling vision for the team, not delegating, or not representing multiple constituencies.
* **Common problems in teams:**
  + Personality conflicts
  + Individual differences in work styles
  + Ambiguous agendas
  + Ill-defined problems
  + Poor readiness to work
    - Lack of motivation
    - Conflicts with other deadlines or priorities
    - Lack of team organization or progress
    - Meetings that lack purpose or structure
    - Members coming to meetings unprepared

THE END