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SECTION:A

SEMESTER:2

SOFTWARE ENGINEERING

FINAL TERM PAPER.

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Q1.ANSWER) **Expert Power:** When a leader has significant domain knowledge and skills. For example an expert accountant influences how junior accountants go about their tasks

Positional Power: Comes when a leader has a held position of authority. For example typically, the CEO of an organization has the highest positional power.

Reward Power: it is true when a leader can give, or take away, a reward. For example a leader can influence a follower's behavior by awarding a bonus, or taking away .

Coercive Power: This is felt when a leader creates the perception of a threat. For example a leader has power if his followers believe that he will initiate disciplinary action

Personal Power: Influence gained by persuasion. For example a manager may have to rely on nothing more than a friendly please and thankyou for an employee to perform a task.

1. Tactics leaders use: Build Trust With Your Co-Workers. Influence is most often and most easily carried through trust.
2. Cultivate Reliability Through Consistency. Inconsistency is the fastest way to ruin your reputation

3. do Not be Aggressive.
4. Be Flexible.
5. Be Personal.
6. Focus on Actions Rather Than Argument.
7. Listen to Others.

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Q2.ANSWER)contingency plan: Contingency planning is the
process of developing responses in advance for various situations that might impact business. To protect the business as much as possible, it's very important to have a contingency plan in place in order any issues that may arise.

Importance: The purpose of a contingency plan is to allow an organization to
return to its daily operations as quickly as possible after an unforeseen event. The contingency plan protects resources, minimizes customer inconvenience and identifies key staff, assigning specific responsibilities in the context of the recovery.

Building scenario:looking at trends and discontinous and imagining possible
alternative futures to build a framework within which unexpected future events can be managed...it forces managers to rehearse mentally what they would do if their best laid plans were to collapse..

Crisis managment planning: Crisis management is a situation-based
management system that includes clear roles and responsibilities and process related organisational requirements company wide. The response shall include action in the following areas: Crisis prevention, crisis assessment, crisis handling and crisis termination.

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Q3.ANSWER)organizational control: Organizational
control refers to processes by which agents are able to establish and maintain control over an organization.

How and what measure:step1 .measuring actual

performance: Most organizations prepare formal reports of performance
measurements that managers review regularly. These measurements should be related to the standards set in the first step of the control process. For example, if sales growth is a target, the organization should have a means of gathering and reporting sales data

STEP 2: COMPARING ACTUAL PERFORMANCE AGAINST STANDARD: This step compares actual activities to performance standards. When managers read computer reports or walk through their plants, they identify whether actual performance meets, exceeds, or falls short of standards.

STEP 3:TAKING MAnaGERIAL ACTION: When performance deviates from standards, managers must determine what changes, if any, are necessary and how to apply them. , workers and managers are often empowered to evaluate their own work.

Sources of information(how):personal observation<statistics reports,oral reports,written reports

Control criteria (what):employees,satisfaction,turnover,absenteeism

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Q4.ANSWER)sources of resistance to change:

Organizational sources:1.over determination

2.narrow focus of change

3.group inertia

4.threatened expertise

5.threatened power

6. rosource allocation changes.

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Q5.ANSWER)TEAM: a small group of people with complemantary skills,who work together to achieve a shared purpose and hold themselves mutually accountable for performance results.

.teamwork: the process of people actively working together to accomplish common goals.

SYNERGY: The creation of a whole that is greater than the sum of its parts.

A team uses its membership resources to the fullest and therby achieves through collective action far more than could be achieved.

USEFULNESS OF TEAMS: more resources for problem solving

Improved creativity and innotion

Improved quality of decision making

Greater commitments to tasks

Higher motivation through collective action

Better control and workdiscipline

COMMON PROBLEMS IN TEAMS: personality conflicts

Individual difference in work styles

Ambiginous agendas

Ill defined problems

Poor readiness to work

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The end of the paper