



*Summer 2020 Final-term*

*Principle of Management*

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## **Question No: 01**

**‘ORGANIZATIONAL CONTROL’ is the process of monitoring, comparing, and correcting work performance NAME How (source of information) and what we measure in the process?**

**Ans: ORGANIZATIONAL CONTROL:**

Organizational control is the systematic process through which managers regulate organizational activities to meet planned goals and standards of performance. Most organizations measure and control performance using financial measures. Increasingly, more organizations are measuring less tangible aspects of performance.

### **Sources of Information (How)**

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

### **Control Criteria (What)**

#### **Employees**

- Satisfaction
- Turnover
- Absenteeism

#### **Budgets**

- Costs
- Output
- Sales

## **Question No: 02**

**Describe and explain the importance of contingency planning, scenario building, and crisis planning in today’s environment.**

**Ans: Contingency Planning:** - Contingency planning defines company responses to be taken in the case of setback, emergencies or unexpected conditions.

Contingency planning is most often undertaken when there is a specific threat or hazard and it is not known exactly how that threat will actually impact. In order to develop Contingency plans, manager first of all identify important factors in the environment such as possible declining market, economic downturn, increase in cost of production etc. Then after this, manager forecast a range of alternative responses to the high impact contingencies focusing on the worst case. This helps manager to prepare themselves proactively for unexpected condition.

**Scenario Building:** - Scenario building basically involves visualizing future possibilities by looking at current trends and discontinuities. Scenario Building is an extension of contingency planning. Scenario Building help manager with which they can rehearse a framework within which future events can be managed. Manager mentally rehearse different scenarios based on various changes that could affect the organization. Two to 4 scenarios are usually developed for each set of factors which varies from most optimistic view to most pessimistic view.

**Crisis Planning:** - Crisis planning helps an organization to cope with unexpected events that are so devastating and sudden that if managers are not prepared with a quick and appropriate response, these unexpected event have the potential to destroy complete organization. Crisis can be prevented by building a open and trusting relationship with key stakeholders such as customers, suppliers, employees, communities etc. Crisis planning helps manager to reduce the incidence of trouble for the organization.

### **Question No: 03**

**If you were the leader of a special-purpose team developing a new computer game and conflicts arose related to power and status differences among team members, what would you do? How might you use the various conflict-resolution techniques?**

**Ans:** As the leader of a special-purpose team, developing a new computer game, I would interpret this conflict as a positive view and define it as a natural problem. I think this method would help me solve this conflict among team members much more easily. And then, I would try to let them solve emotional problems. This

would be really helpful for each of them to listen other side of story. When one get enraged emotionally, a body becomes optimal for altercation, but in order to solve the problem, it becomes the worst condition. Then, I would attempt to mediate. I might use integrative negotiation to make benefit both sides, so that each of team members would be satisfied with the result.

## **Question No: 04**

**How do teams contribute to organizations? WRITE down the Usefulness and Common problems in teams.**

### **Ans: Team:**

A team is a group of people who work together toward a common goal. Teams have defined membership (which can be either large or small) and a set of activities to take part in. People on a team collaborate on sets of related tasks that are required to achieve an objective. Each member is responsible for contributing to the team, but the group as a whole is responsible for the team's success.

### **Common problem in teams**

- Personality conflicts
- Individual difference in work styles
- Ambiguous agendas
- Ill-defined problem
- Poor readiness to work
  - Lack of motivation
  - Conflicts with other deadlines or priorities
  - Lack of team organization or progress
  - Meeting that lack purpose or structure
  - Members coming to meeting unprepared

### **Usefulness of teams**

- More resources for problem solving
- Improved creativity and innovation
- Improved quality of decision making
- Greater commitments to tasks
- Higher motivation through collective action
- Better control and work discipline

- More individual need satisfaction