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## Question No(1)

### Answer

There are five (5) sources of Leader Power:

#### 1) Legitimate Power =

Legitimate Power is also called as Positional Power.

As these names suggest Legitimate Power is the power that a person in the organization holds by of his/her position & that is considered to be Legitimate. A manager who leads a team has certain responsibilities & also the right to delegate tasks/her to his subordinate as well as review their work & give feedback.

#### 2) Expert Power =

Again, as the name suggests, expert power is that kind of power.

which an employee has due to the knowledge & expertise that he/she possesses. Knowledge is wealth in today's world & is highly sought after by organization.

Nice Specialisations & extensive research work is highly valuable to businesses which are increasingly becoming complicated & specialised. Expert Power also acts as a stepping stone for employees to gain Legitimate Power.

### 3) ~~For~~ Coercive Power

Coercive Power is that the power that a person has which he/she uses to threaten or coerce other employees.

Salary cut, Leave cut or even terminations are certain threats that are used by bosses to get the work

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done by their employees.  
4) **Referent Power**

Referent Power is power that is a result of the personality of a person. The relationships that a person develops with co-workers & the charisma with which a person is able to present himself/herself to others results in a certain level of respect & approachability towards that person.

Referent Power can also be a result of closely knowing senior people in the organization or those who are at a position of leadership & authority of any kind.

5) **Reward Power** = Reward power arises out of the authority & reward people.

that a person has to recognise & reward people.

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There are ~~ten~~ <sup>(9) nine</sup> Tactics of influence:

These tactics are way in which individuals translate power bases into specific actions. The nine (9) influence tactics are legitimacy, rational persuasion, inspirational appeals, consultation, exchange, personal appeals, ingratiation, pressure & conditions.



## Question No(2)

### Answer

#### Contingency Planning :-

The overall planning for unexpected events is called Contingency :- Planning

→ Many organization Contingency Plans are woefully inadequate.

→ Contingency Planning is the

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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 to mitigate any issues that may arise.

## Scenario building

Scenario building allows you to see the future of your business by taking into account the impact of certain variables on your cash.

Scenario building can be done by an individual or by a stakeholder group & should focus on the main issues covered by the vision.

## Seven Reasons why Scenario Planning is

- important than ever.
- i) It allows you to focus on answering critical questions
  - ii) You can focus on maximising enterprise value
  - iii) You need to set highly measurable strategic targets.
  - iv) You need to be able to update live scenarios across the ~~word~~ board
  - v) Scenarios ~~is~~ Planning helps with corridors planning.
  - vi) Combined scenarios allow you to see the financial impact of more than one event.
  - vii) You can account for delays

## Crisis Planning:

Crisis management planning is not only about being better equipped to effectively respond to specific incidents. Developing a crisis management plan also helps teams

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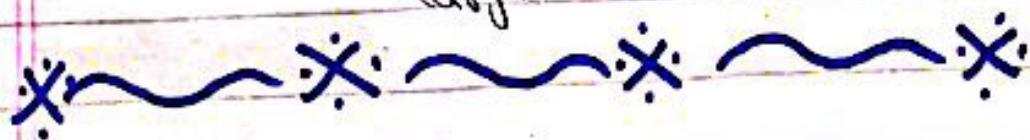
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identify potential threats as they plan & game out the task, communications, & information they'll need to deal with those threats.

→ It might also be criminal. That's another advantage of crisis planning. It can help firms mitigate potential legal exposure to the organization as well as to senior stakeholders.

→ The value of crisis planning is similar to that of crisis management. And like crisis management help you increase the well-being of your employees & the safety of the public at large.





## Question No(3)

### Answer

The Control Process is the functional process for organizational control that arises from the goals & Strategic Plans of the organization.

There are Four Steps

- 1) Establishing Performance Standards.
- 2) Measuring the Actual Performance
- 3) Comparing Actual Performance to the Standards.
- 4) Taking Corrective Action.

## Question No(4)

### Answer

There are <sup>as many</sup> Five Common Sources of resistance to change.

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**Insecurity** For People working in a comfortable environment for quite some time a change of an environment often brings about uncertainty & 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 to another.

### **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/she loses the association with other members of the group. His loss is

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is ~~ref~~ referred to as Social Loss.

## Threats To Influences

When a change is likely to reduce the power base of a group, department or division, if it is good for the organization as a whole, it is likely to meet resistance of employees concerned with the change.

## Losing Control of employees

The change process some time can be reduce the level of control of that managers can conduct.

## Economic Loses =

new technology may be enable a firm to produce the same amount with fewer employees.

## Job's Security =

organizational change can eliminate. Some workplaces can produce technological excess, & so on.

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Job's security simply is one of the causes of resistance to change.

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## Question No(5)

### Answer

A small group of people with complementary skills, who work together to achieve a shared purpose & hold themselves actually accountable for performance results.

Team work is the process of people actively working together to accomplish common goals.

### Team Usefulness

Work efficiency teamwork enable you to accomplish tasks faster & more efficiently than ~~not~~ tackling projects individually.

