

ISLAMIC UNIVERSITY OF TECHNOLOGY (IUT)
ORGANISATION OF ISLAMIC COOPERATION (OIC)
Department of Computer Science and Engineering (CSE)

MID SEMESTER EXAMINATION

SUMMER SEMESTER, 2018-2019

DURATION: 1 Hour 30 Minutes

FULL MARKS: 75

CSE 4873: IT Project Management

Programmable calculators are not allowed. Do not write anything on the question paper.

There are **4 (four)** questions. Answer any **3 (three)** of them.

Figures in the right margin indicate marks.

1. a) Planning involves two important elements: goals and plans. What steps should managers follow in setting goals? What are the characteristics of a well-designed goal? 5+4
b) Strategic management is what managers do to develop the organization's strategies. Even the best strategies can fail if management does not implement or evaluate them properly. Explain the steps that managers should follow while managing strategies of their organizations. Also explain SWOT analysis. 12+ 4
2. a) There are four management functions: planning, organizing, leading, and controlling. However, you do not have to be a manager to plan, organize, lead, and control. So understanding these processes is important for everyone. Briefly define what each of these functions encompasses. 8
b) What are the barriers to effective interpersonal communication? How can you overcome those? 6+5
c) Information technology has radically changed the way organizational members communicate. Give some examples of it. While the economic benefits of information technology are obvious, managers must not forget to address the psychological drawbacks. Give examples of some psychological drawbacks of the use of information technology. 3+3
3. a) Management is coordinating work activities so that they are completed efficiently and effectively with and through other people. What are effectiveness and efficiency in management? What are the distinctions between a manager and a leader? 4+3
b) What are the three leadership styles of Behavioral Theories? Which one is the most effective leadership style? Discuss on the basis of performance level of the group members and subordinate satisfaction. 7
c) Based on Follower's Readiness, describe the leadership model given by Hersey and Blanchard. 8
d) Explain three current issues in leadership. 3
4. a) An organization is a deliberate arrangement of people who act together to accomplish some specific purpose. Your university is an organization, so is the Bangladesh Bank. These examples are all organizations because they have three common characteristics. What are those? 3
b) The best-known theory of motivation is probably Abraham Maslow's hierarchy of needs theory. It proposed that, within every person there is a hierarchy of five needs. Explain the hierarchy of Needs theory. 5
c) Differentiate Theory X with Theory Y of management. Explain the implications of motivation-hygiene theory. 4+4
d) Explain the Expectancy theory of employee motivation. What are the steps to increase employee motivation using expectancy theory? 9