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**MODULE 4 ASSIGNMENTS**

1. Discuss the characteristics of a successful leader that would make them effective in all the

Situations.

Answer.

Leader is the person who lead people with example or the person that takes people where the do not know. However, the successful leader has the following charactistic which are here below.

Group Influence.The successful leader has to generate agroup wiliness to achive adesired goal or objective.

Command. Asuccessfuly leader has to decide upon acoure of action as quickly as the situation demands and to carry it through with afirmness and strength of apurpose.

Coolness.The leader has to remain cool or unperturbed under testing or trying conditions.

Judgment.Ability to arrange available resource and information in asytematic and commonsense way to produce effective results.

Application or responsibility to demonstrate sustained effort that combined with adegree of depandability inorder to complete atask or achive an objective.

Knowledgeability. Asuccessful leader must know and understand human nature inorder to handle the problem of human relations correctly. In this way, he can be able to reconcile people, rectify mistakes and give freedom of expression to the individuals so affected.

Strength and power.Asuccessful leader must posse’s asense of strength to with stand pressure from outside.Power is needed to be able to enforce law and order in socienty.

Dedication.Asuccessful leader has commitment to the goals of an organisation is expected of aleader.

Courageous.Aleader must have enough courage to the independent in mind when making certain crucial decisions, which enable him lead society.

Impartiality.Asuccessful leader must give equal treatment to all people regardless of religion, political afiliation or tribe.

Demoncratic.Agood successful leader must involve people in the governance of their affairs.Adictatorial leader can bring chaos to his or her country.

Morality. Asuccessful leader should show high moral standards that are not tainted with adultary, corruption or any other bad behaviour.

Flexible. Asuccessful leader should not be rigid with ideas. He or she should be prepared to change with times or he should be able to adjust to global change.

Dependable.Asuccessful leader must be trusted by his people.Dubious leader can,t win the trust of their people.Leaders should try to fulfil their promises to the people inorder to build public confidence in them.

2. By use of examples, show how an organization can benefit from intergroup conflict.

Answer.

Conflict is the process where the two parties are arguing or fighting for their interests and or rights. There process of conflict mitigation between conflicting groups needs a thirt party possibly an organization and therefore this organization can benefit through the following.

During intergroup conflict, any organization can benefit through being Humanaitarian Agent. Human service organizations such as International/National Non Governmental organizations provide humantarian services to the victim of any conflict. Organization giving these services has its status uplifting and therefore achieving international recognizion. Examples United Nations, Inetnational Committee of the Red Cross, WHO, among others which are always accepted internationally.

Any organization can benefit from intergroup conflict by lobbying for Humanaitarian Assistance. Humanitarian Assistance can be inform of cash (usually known as intarnation grant Aids) and inform of assets as well. Examples camping materials, medications, food, clothes, IDPs protection sites through UN Peacce Keeping Forces, among others.

Employment opportunity is also another way organization benefits from intergroup conflict. In the due course of rendering humanitarian services, an organization will need staffs to actually deliver these srevices to the victims of the conflict and therefore creation of job opportunities are created in the processs. Examples International Non Governmental Organizations such UN, ICRC, WHO, Save the Children, WFP, UNCEF in South Sudan employed nearly half of this country’s population.

Organization also can benefit from intergroup conflict through capacity building of its staffs and the beneficiaries. Cope up programs such education for children in IDPs’s camps, life skills tarinings, counselling service and family reunion are inavoidable srevices which are always delivered by organization during post conflict period. Example UNICEF, UNHCR, OCHAR,

Conclusion conflict is innevitble in the community where there is no community without conflict which people regarded as part of life.

3. There is different leadership styles applied in an institution. Explain any Four of them.

Answer.

Leadership has been defined variously by different political or discipline theorists.Generally, leadership may refer to the manner in which the affairs of society or group of people are directed, guided and controlled.Usually the affairs of society are directed towards certain specific goals or objectives.The term may also be used to refer to various types of leadership comprsing leadership in politics, the church, family, schools, NGOs non governmental organizations.

Leadership can also be used to mean the manner in which leaders influence the conduct or bhaviour of their subordinates.Inorder to influence the conduct of their subordinates, leaders must have power and authority, which is usually given to them by the constitutions of their organizations. Leadership may be authoritarian or dictatorial, demoncratic, beureaucratic or charismatic leadership.However; here are the four main leadership styles which applied to an institution.

Demoncratic leadership. For instance, Abraham Lincoln, an American president who ruled from 1860-65, defined that, demoncratic leadership is the government of the people,by the people and for the people.therefore, the people being governed have the right to take part in deciding how they should be ruled.

Demoncratic leadership, this is where they people have freedom to participat in the election without fear or intermedated, the have right to elect or choose the leader for their choice or one in which agovernment rules by aconstitution that provides basic human rights and freedoms that government must allow its citizens to have freedom of association, freedom of speech and writing, and freedom of worship.

Charismatic leadership.This is the leadership where the leader has the inborn quality of being a leader.It is borned in the blood.

Autocratic leadership.Here the leader has authoritarian or command and control the people.He operate that iam the boss fastion.For example Id MIN DADA former president of Uganda, which is known on the world from 1971-1979, here Amin was used the powers of dictatorial leadership.

The Laissez-faire Leadership.This is where the government has given full freedom without interference. Everyone has right to execise without being question by the authority.

Conlusion.Recent studies of leaders reveal that leaders do not use the same style of leadership all the time, effective leaders change their style according to the situation.When situation call for transectional,autocratic or transforamtional leadership,they use it.They can revert just as easily to demoncratic approach.Leaders know there is no such thing as one best style.

4. Employee involvement is one of the prerequisites for the success of quality management

endeavors. Explain the benefits of employee involvement.

Answer.

Quality management is concernd with all the activities reguired to ensure that products and services conform to the standards set by the organization and meet expections of employee.These activities include the steps taken to ensure that high quality is achived (quality assure)and the actions taken to check that defined quality standards are being achived and maintained( Quality control).

Deming 1986 emphasized the importance of employee, the significance of continuous improvement and the fect that quality is determined by the system.He belived that customer satisfaction is created by combination of responsiveness to customer, viewes and needs and continuous improvement of products, services and operational systems. Deming summarized the benefit of employee involvement below.

Creat constancy of purpose towards product quality.Quality management has benefit employee through customers that buy the good quality of products that are produces.

Quality management assure employee to refuse to accept customery levels of mistakes, delays, defects and errors.

Stop employee not to depending on mass inspection and build quality into the product in the first place.

Stop awarding business on the basis of prices only-reduce the number of suppliers and insiste on meaningful measures of quality.

Develop programmes for continuous improvement of costs, quality, productivity and services.

5. it’s important that organization solicit feedback from the customers. Explain the

importance of feedback.

Answer.

Feeback in according to the definition is giving and receving back the message to the direct person who sent the message.However, here are they importances of feedback.

It help people who want to increase the effectiveness of their relationship with others, these messages that come by feedback may be the very things they need to hear.Yet some would rather get no data about themselves and so they insulate themselves against feedback.

Recipients of feedback already help people to know some of the results of what they say and do, but not all.They seldom are aware of the real feelings and reactions of others, unless people willingly listen.

Feedback, they can clear up minunderstandings if they take risks-if they will cope with the difficult and unpleasant task of giving feedback and working through the reactions and resulting interactions.

Throuh feedback, people become aware of behaviour or attitude contributed to the problem.Here feedback may give clear picture to the people about the nature of message giving.

Through feedback,when human being meet other people,they make some kind of impact on each other.their presence might creat new impressions,confirm previous observations,or trigger deep feelings and reactions.

If people try to use the feedback they receive, they can build aclimate of trust, of mutual support.Leveling becomes accepted and valued.They then begin to see the world as others see it and to comppare their new perceptions of the world with others.

Through feedack, people may get to gain understanding that merely speaking (or sending) isn, t enough? Whoever hears must also understand.

Feedback may help people to be specific rather than general.If feedback offers concrete instances, they will find it easier to understand.

As I conclude to the above explaination of feedback importance, feedback have given people for the past two days especially the negative and positive type.Ask by yourself, why did Igive them that feedback? Did they ask for it? Did Ido it to help them? You can never take back words spoken, you can apologize if you gave negative feedback out of anger or from your own emotional situation rather than responding to other.Just as important, realization of why you gave negative feedback can help you avoid unwisely giving it in the future.

6. Define quality policy and explain the Importance of creating a sound quality policy.

Answer.

Quality policy is adocument developed by management to express the directive of the top management with respect to quality. In the section 5.2 of the ISO 9001.2015 standard requires awritten, well defined quality policy that is communicated and under stood with in an organization.Policy is defined as aset of interrelated actions concerning the setting of goals and the means of achieving them within aspecified situation based on aset of preferences and choices.policy is thus not just adecision,but aprocess of action.

Therefore, the following can be the importance of the quality policy.

Aquality policy is cross-functionally developed by management and guality experts to express the organization,s quality objectives.the quality purspose is to express the acceptable level of qulity for the organization,and to outline the standards applicable to specific departments.

It is important because it expresses management commitment to ensure customer satisfication through product quality and can be displayed in the entrance hall.

It is important because it is required by ISOTs auditors and you can not get certified without quality policy.

It is important because it expresses management commitment to ensure customer satisfaction through product quality and basis for quality communication in side the company.

From Wikipedia

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7. Explain the application and significance of a quality policy statement to your country’s

Public sector institutions.

Answer.

The public sector and management of political support is South Sudan focused on policies, and more recently on governce and institutions.The term capacity building referers to arange of objectives from the broadest one of state.This policy reviewed was undertaken to four to fine years after most of the policies.

Before starting apolicy review and analysis to identify major gaps,it is important to take into account the context in which the sector policies and strategic plans were developed.Otherwise, this could lead to assumptions that policy development in south sudan was conducted through normal policy development processes.

During the planning and development of sector policies and strategic plans in 2006 and 2007, the line ministries were constrained by alack of senior staff members.

At the time that most policies and strategic were developed, South Sudan was experiencing diverse problems.

The administrative context was also difficult, with confusion and varying interpetations of decentralization and subsidiary principles affective the development of sector policies and strategies.