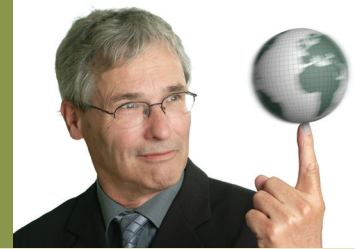


CHAPTER 17



Power and control

LEARNING OBJECTIVES

After studying the chapter content and working through the associated Management in Action panels, Employee Perspectives, Discussion Questions and Case Study, you should be able to:

- Understand the major perspectives on power as experienced within an organization.
- Describe the sources of power within an organization.
- Explain the differences and similarities between the concepts of power, influence and authority.
- Outline the characteristic features of control systems as found in organizations.
- Discuss the significance of the 'zone of indifference' in relation to the use of power and control within an organization.

