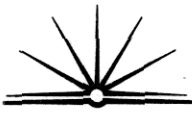21. a) <u>Communication</u> — It is important for a project manager to ensure that all team members communicate with each other so that everyone can see how the project is going so that they know what they still have to achieve.
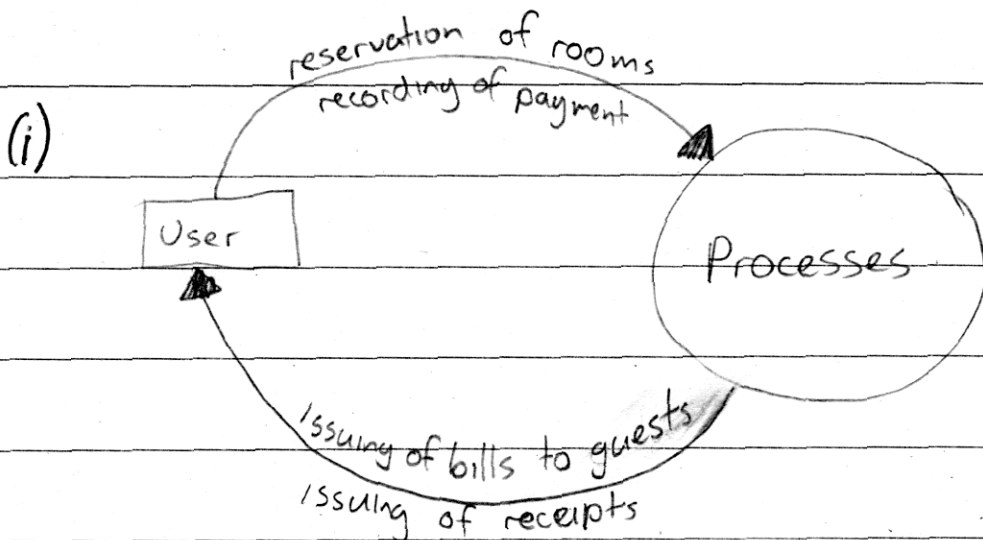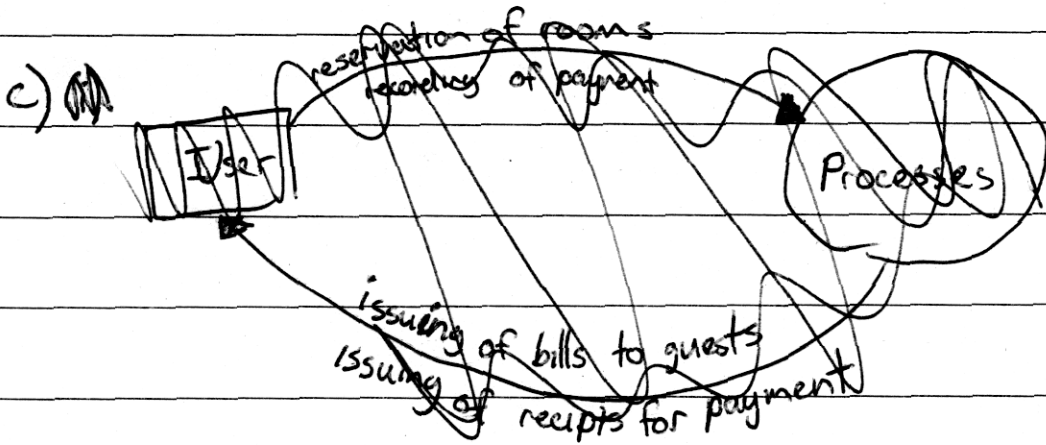
    <u>Motivation</u> — It is important for project managers to ~~motiv~~ motivate team members. If each member knows that what they are doing is very important to the overall project, then the members are more likely to produce quality work.
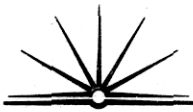
b) Strategy ① — include the employees in the ~~pro~~ production of the project. Allow their own input and suggestions on how the project would best suit them. As they are the ones who will be affected by the changes that the project brings, then they should be involved in the project

    Strategy ② — Provide quality redundancy packages to the employees who will be downsized and incentives for employees to give the new roles a try. If the workers are happier with the

change, they won't obstruct it.

c) (iii)

reservation of rooms
recording of payment

[User]

Processes

issuing of bills to guests
issuing of receipts for payment

(i)

reservation of rooms
recording of payment

[User]

Processes

issuing of bills to guests
issuing of receipts

ii)

reservation
of
rooms → store of reservations

Guests

room

Issuing of
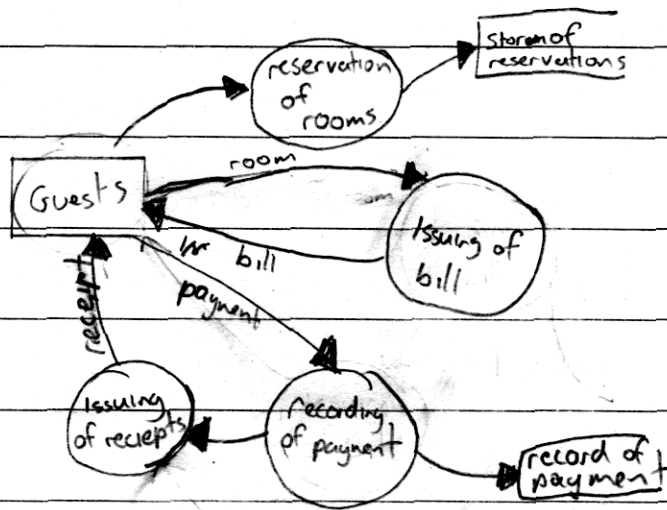bill

ur bill

payment

receipt

Issuing
of reciepts

recording
of payment → record of payment

iii) The motel employees would be able to assist the review by explaining the sequence that the system moves in, the different parts that each process involves and whether they believe the system is effective. ~~In~~ With the data flow diagrams, the employees would be able to explain more clearly how the processes are interconnected, and if the diagrams are incorrect, what is wrong with them