

KATHMANDU UNIVERSITY
End Semester Examination
February, 2025

Marks Scored:

Level : B.Pharm.
Year : III

Course : MGTS 302
Semester : II

Exam Roll No. :

Time: 30 mins.

F. M. : 10

Registration No.:

Date

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SECTION "A"

[20 Q. × 0.5 = 10 marks]

Choose and encircle the most appropriate option from each set of choices

1. Which one of the following statement is NOT true about managers?
 - a. First-line managers make short-range operating plans governing what will be done tomorrow or next week, assign tasks to their workers, supervise the work that is done, and evaluate the performance of individual workers.
 - b. Although there are more first-line managers than any other in most organizations, most of the levels in any large organization are those of middle management.
 - c. Top managers are responsible for defining the character, mission, and objectives of the enterprise.
 - d. Middle managers evaluate the performance of their departments, and evaluate leading management personnel to gauge their readiness for promotion to key executive positions.
2. As first-level managers, supervisors are responsible for
 - a. developing company plans
 - b. designing new products and services
 - c. day-to-day operations of the business
 - d. devise long-term plans and strategies
3. Which of the following is known as the process of getting activities completed efficiently and effectively with and through other people?
 - a. Leading
 - b. Management
 - c. Supervision
 - d. Controlling
4. Which of the following best describes "efficiency" in management?
 - a. Doing the right things
 - b. Getting the most output for the least input
 - c. Achieving organizational goals
 - d. Motivating employees
5. According to Henri Fayol, which function involves setting objectives and strategies?
 - a. Organizing
 - b. Planning
 - c. Commanding
 - d. Controlling
6. Which managerial skill is crucial for resolving conflicts among team members?
 - a. Technical skill
 - b. Interpersonal skill
 - c. Conceptual skill
 - d. Analytical skill
7. A more realistic approach to describing how managers make decisions is the concept of _____, which says that managers make decisions rationally, but are limited by their ability to process information.
 - a. bounded rationality
 - b. satisficing
 - c. escalation of commitment
 - d. intuitive decision making

8. An approach in which specific performance goals are jointly determined by employees and their managers, progress toward accomplishing these goals is periodically reviewed, and rewards are allocated on the basis of this progress is referred to as:
- participative management
 - consultative management
 - management by objective
 - democratic management
9. In the context of planning, the commitment concept suggests that:
- Plans should be strictly adhered to once they are developed.
 - Plans should extend far enough to meet the commitments made when the plans were developed.
 - Managers should be committed to the planning process.
 - Employees should be committed to achieving the goals set for them.
10. Which of the following is NOT a factor that affects the number of people a manager can effectively supervise?
- Subordinate training
 - Nature of jobs
 - Employee satisfaction
 - Staff assistance
11. The degree to which tasks in the organization are divided into separate jobs with each step completed by a different person is known as:
- departmentalization
 - specialization
 - centralization
 - formalization
12. Which of the following is NOT a barrier to effective communication?
- Filtering
 - Selective perception
 - Information overload
 - Feedback
13. What is selective perception in communication?
- The process of selecting the information that is most relevant to the receiver
 - The process of distorting information to make it appear more favorable to the sender
 - The process of ignoring information that is not relevant to the sender
 - The process of interpreting information based on the receiver's interests, background, and attitudes
14. Which one of the following theory of motivation postulates that the opposite of "satisfaction" is "no satisfaction," and the opposite of "dissatisfaction" is "no dissatisfaction?"
- Maslow's hierarchy of needs
 - Herzberg's two-factor theory
 - McClelland's theory of needs
 - Adam's equity theory
15. Which of the following statement about leadership and management is true?
- Leaders ask how and when, whereas managers ask what and why.
 - Leaders are quite often experienced in their field and have worked up within the company; and a manager may be a new arrival to a company, with fresh ideas.
 - The leader uses passion and emotion, while manager uses a more formal, rational method.
 - A leader has formal authority by virtue of his/her position or office. Management, by contrast primarily deals with influence.

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16. Which of the following is a limitation of trait theories of leadership?
 - a. They have identified universal traits that predict leadership in all situations.
 - b. They predict leader emergence better than they distinguish between effective and ineffective leaders.
 - c. They clearly establish the cause and effect relationship between leadership and traits.
 - d. They are better predictors of leadership in "strong" situations than in "weak" situations.

17. Behavioral theories of leadership proposed that:
 - a. leaders are born with certain traits that make them effective.
 - b. specific behaviors differentiate leaders from non-leaders.
 - c. there is one best way to lead in all situations.
 - d. effective leadership depends on matching the leader's style to the situation.

18. Which leadership style focuses primarily on exchanging rewards for performance?
 - a. Transformational leadership
 - b. Transactional leadership
 - c. Servant leadership
 - d. Laissez-faire leadership

19. What is the primary purpose of control in management?
 - a. To ensure that activities are completed as planned and deviations are corrected.
 - b. To monitor employee behavior and enforce discipline.
 - c. To evaluate past performance and make decisions about future actions.
 - d. To set goals and objectives for the organization.

20. When managers use management by walking around, a term used to describe a manager who is out in the work area and interacting directly with employees, they are using
 - a. feedforward control
 - b. concurrent control
 - c. feedback control
 - d. bureaucratic control