

KATHMANDU UNIVERSITY
End Semester Examination
May/June, 2022

Level : B. Pharm
Year : III
Time : 2 hrs. 30 mins.

Course : MGTS 302
Semester : II
F. M. : 40

SECTION "B"
[6Q × 4 = 24 marks]
(Short answer questions)

Attempt **ANY SIX** questions.

1. To improve the way organizations are managed and to gain insight into the way any organizations function, a manager requires certain skills. Elaborate the four set of skills that managers require to perform the duties and activities associated with being a manager.
2. Research have stated that managers and organizations that plan outperform those that don't. Your friend is preparing to start a new firm. He is against the view of making plans and doesn't see the need to write one. When asked about this issue, he told a colleague. "I can sell my ideas without the hassle of making a plan."
Provide him with reasons showing how planning can support him in his journey towards a successful business.
3. You are a Manager of "The Bakery Café". As we know, there are chances of drinks being spilled or food being served cold or spoiled food being served.
 - A. What type of problem are you as a manager facing? Elaborate your choice. [2]
 - B. What is the decision that you would make? Elaborate your choice of decision with examples. [2]
4. Leader's job is considered to be universal. A leader is a leader regardless of where he or she is placed. In order to constantly improve organizational workflow efficiency and effectiveness, leader follows the Chain of Command. Describe the term Chain of Command and the three important concepts under Chain of Command. [1 + 3 = 4]
5. You are the new Chief Operational Officer of CUREX (a Drug Manufacturing company). It is realized that, there is very low motivation in the company. Describe the ways you would motivate employees in the company.
6. Any selection decision can result in four possible outcomes. Two of these outcomes would be correct, and two would indicate errors. Explain the two errors comprehensively that might occur in the selection step of the HRM process. [2 + 2 = 4]
7. Social psychologist Douglas McGregor developed two contrasting theories that explained how managers' beliefs about what motivates their people can affect their management style. Explain McGregor's theories X and Y with example. [2 + 2 = 4]

SECTION "C"

[2Q × 8 = 16 marks]

(Long answer questions)

Attempt *ANY TWO* questions.

8. A decision-making process is a series of steps taken by an individual to determine the best option or course of action. Explain the steps of decision making process.
9. CUREX is planning to reduce the organization's workforce due to a surplus of employees. You being the HR Manager suggest and elaborate comprehensively any four different ways for Decruitment. [4 + 4 = 8]
10. Leader are born or made. This is a debatable topic that has been discussed for many years. One of the theory that discusses about it is, Leadership Traits Theories. Explain your understanding of the Leadership Traits Theories and the seven traits associated with effective leadership. [1 + 7 = 8]

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Mark Scored:

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Time: 30 mins.

F. M. : 10

Registration No.:

Date :

SECTION "A"

[20Q × 0.5 = 10 marks]

Encircle the most appropriate option.

1. The practice to take the credit of the positive results of a decision and point the negative outcomes to the elements outside of our control is termed as _____.
 - a. The Hindsight Bias
 - b. The Self-Serving Bias
 - c. The Framing Bias
 - d. The Availability Bias
2. What is the full form of MBWA?
 - a. Management By Walking Around
 - b. Management By Wandering Around
 - c. Management By Wandering Access
 - d. Management By Wavering Around
3. Reactive control is termed as _____.
 - a. Concurrent Control
 - b. Feedforward Control
 - c. Feedback Control
 - d. None of the Above
4. These most basic human survival needs is termed as _____.
 - a. Physiological Needs
 - b. Safety Needs
 - c. Social Needs
 - d. Esteem Needs
5. Which of the following is not the feature of Goal-Setting Theory?
 - a. Ambiguity
 - b. Challenging
 - c. Commitment
 - d. Feedback
6. Situational Leadership Theory is also known as _____.
 - a. Fiedler's Theory of Leadership
 - b. Behavioral Theory of Leadership
 - c. Transformational-Transactional Leadership
 - d. Hersey and Blanchard's Situational Leadership Theory
7. McClelland's Three Needs Theory outlines the three desires that an individual could possibly have, they are:
 - a. Need for Achievement; Need for Power; and Need for Affiliation
 - b. Need for Security; Need for Power; and Need for Affiliation
 - c. Need for Achievement; Need for Power; and Need for Status
 - d. Need for Achievement; Need for Power; and Need for Security
8. Power granted and recognized by your position is termed as _____.
 - a. Referent Power
 - b. Coercive Power
 - c. Legitimate Power
 - d. Reward Power
9. Any communication that flows descend from a manager to employees is termed as _____.
 - a. Downward Communication
 - b. Upward Communication
 - c. Lateral Communication
 - d. Diagonal Communication

10. The informal organizational communication network which moves upwards, downward, and diagonally, within and without chains of command, between workers and managers is termed as _____.
- Chain Network
 - Wheel Network
 - Grapevine
 - All-channel Network
11. A process that assigns each professional to a specific task is termed as _____.
- Work Specialization
 - Departmentalization
 - Centralization and Decentralization
 - Formalization
12. Which of the following is not the characteristics of The Mechanistic Organization?
- Standardized Control Systems
 - High Formalization
 - Centralized Decision Making
 - Loose and Flexible
13. _____ is a performance appraisal method that utilizes feedback from supervisors, employees, and co-workers.
- Critical Incidents
 - Behaviorally Anchored Rating Scales
 - 360 Degree Feedback
 - Multiperson Comparisons
14. Organizations share three common characteristics. They are:
- Goal, People and Structure
 - Goal, Purpose and Structure
 - Mission, Goal and People
 - Mission, Vision and Goal
15. In this approach the organization focuses on social responsiveness and organization responds to environmental preferences of customers.
- The Legal (or light green) Approach
 - The Stakeholder Approach
 - The Market Approach
 - The Activist (or dark green) Approach
16. Flawless and unequivocal problem is the characteristics of which decision making approach?
- Rational Decision Making
 - Bounded Rationality Decision Making
 - Decision Heuristics
 - Intuitive Decision Making
17. The increased pressure to support the preceding decision despite the indication and evidence showcasing that it may have been wrong is termed as _____.
- The Representation Bias
 - The Randomness Bias
 - Escalation of Commitment
 - The Sunk Costs Error
18. Planning, Organizing, Leading and Controlling are under which approaches that describe what managers do?
- Role
 - Function
 - Skills
 - Competencies
19. The approach that emphasizes on the efficiency, process, and principles but ignores significant traits of organization related to human behavior is termed as: _____.
- Classical Approach
 - Behavioral Approach
 - Quantitative Approach
 - Contemporary Approach
20. The practice to take the credit of the positive results of a decision and point the negative outcomes to the elements outside of our control is termed as _____.
- The Hindsight Bias
 - The Self-Serving Bias
 - The Framing Bias
 - The Availability Bias