

KATHMANDU UNIVERSITY
End Semester Examination
August, 2018

Marks Scored:

Level : B. E.
Year : III

Course : MGTS 303
Semester: II

Exam Roll No. :

Time: 30 mins.

F. M. : 20

Registration No.:

Date

AUG 22 2018

SECTION "A"

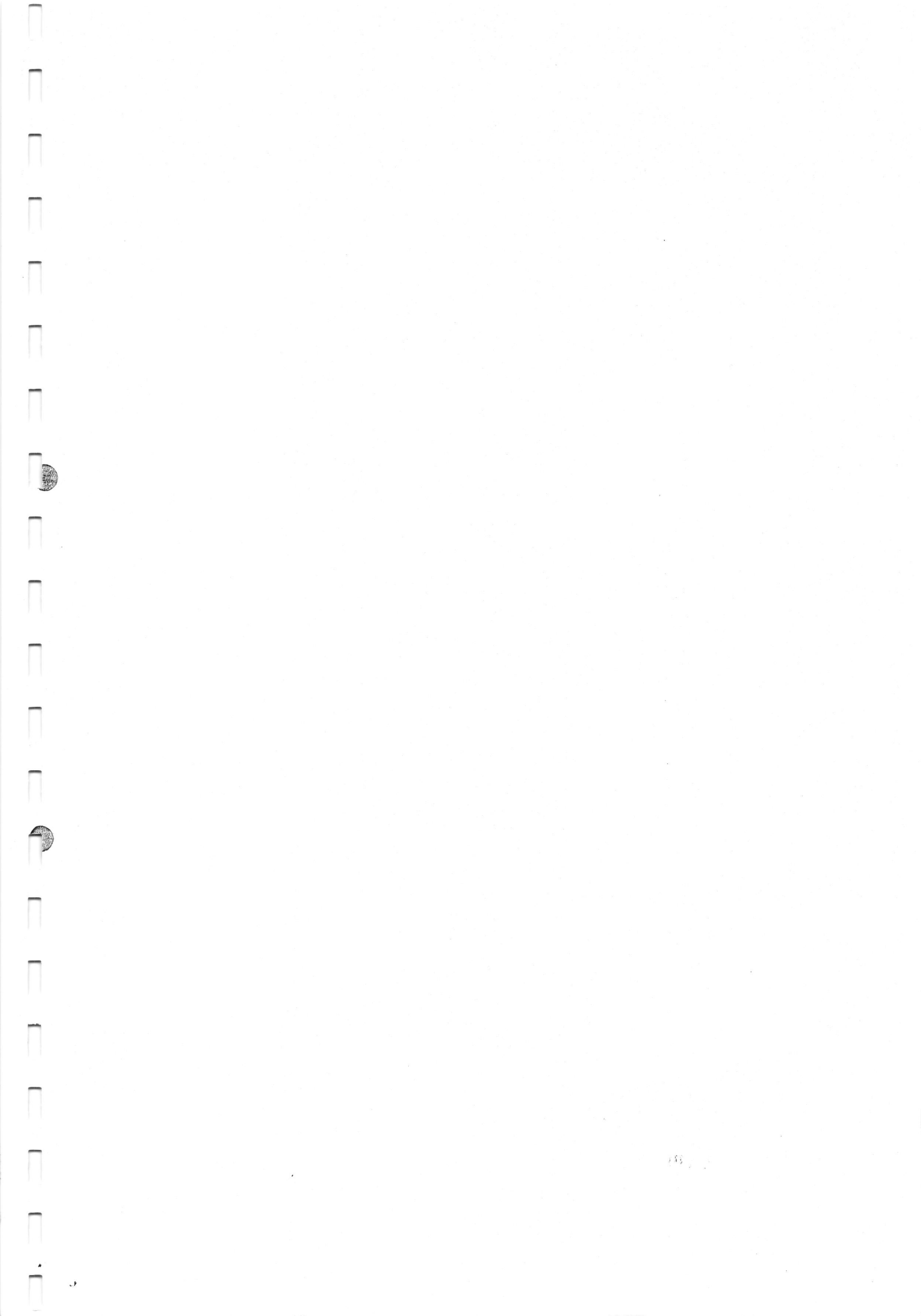
[20 Q. × 1 = 20 marks]

Select the most appropriate choice for the following:

- Who among the following is NOT associated with scientific management movement?
 - Charles Babbage
 - Max Weber
 - Frederick W. Taylor
 - Frank B. Gilbreth
- Which of the following statement is true about effective management spans?
 - First-line supervisors, who are concerned with their direct subordinates, but not with lower levels, usually have larger spans than do middle managers.
 - Significant increment of administrative costs results from larger spans of control.
 - Effective span of control is solely dependent on the number of subordinates being supervised.
 - Wide span of control are not only expensive but it can increase communication and decision time.
- _____ describes the purpose of an organization.
 - Mission statement
 - Vision statement
 - Strategic plan
 - Organizational objectives
- A component of organization structure that involves having each discrete step of job done by a different individual rather than having one individual do the whole job is known as _____.
 - work specialization
 - departmentalization
 - formalization
 - decentralization
- Which of the following statement is true regarding management by objectives?
 - MBO has been widely adopted to translate a particular departmental goals and objectives into specific individual objectives.
 - MBO can (and usually should) be employed between middle-level and first-line managers.
 - MBO include greater commitment and satisfaction on the part of subordinates, enforced planning and prioritizing of future activities on the part of both superiors and subordinates, and a more rational performance evaluation based on contribution to organizational objectives.
 - MBO success is independent of the support of higher management.
- An increased commitment to a previous decision despite negative data that suggest one should do otherwise is called _____.
 - bounded rationality
 - escalation of commitment
 - satisficing
 - heuristic

7. _____ is based on an attraction to or identification with other individual that makes the follower wants to behave or believe as the other does.
- a. Reward power
 - b. Expert power
 - c. Legitimate power
 - d. Referent power
8. Which of the following method is NOT the quantitative method of forecasting?
- a. Simple moving average
 - b. Weighted moving average
 - c. Sales force composite
 - d. Exponential smoothing
9. To begin motivating an apathetic associate, a manager informally questions her about her satisfaction with her job's ability to provide safety, social interaction, self respect, and opportunities for growth. What theory of motivation is this manager most likely trying to apply in working with the associate's?
- a. Maslow's need hierarchy
 - b. Vroom's expectancy theory
 - c. Herzberg's two-factor theory
 - d. McClelland's acquired needs theory
10. A sales representative is told that if he exceeds his sales for the last quarter by 20 percent then some of his more difficult clients will be transferred to another sales representative. This is an example of _____
- a. extinction
 - b. punishment
 - c. negative reinforcement
 - d. positive reinforcement
11. Which of the following statement about leadership and management is true?
- a. The leader uses passion and emotion, while manager uses a more formal, rational method.
 - b. A leader has formal authority by virtue of his/her position or office. Management, by contrast primarily deals with influence.
 - c. 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.
 - d. Leaders ask how and when, whereas managers ask what and why.
12. While the _____ shows the fundamental soundness of a company by reflecting its financial position at a given date, the _____ shows the record of a company's operating results for the whole year as well as how the company may do in the future.
- a. Income statement; cash flow statement
 - b. Balance sheet; income statement
 - c. Balance sheet; cash budget
 - d. Income statement; balance sheet
13. _____ is concerned with ways of designing machines, operations, and work environments to match human capacities and limitations.
- a. Human factors engineering
 - b. Ergonomics
 - c. Value engineering
 - d. Both a and b
14. _____ is the probability that a system will demonstrate specified performance for a stated period of time when operated under specified conditions.
- a. Liability
 - b. Reliability
 - c. Maintainability
 - d. Availability

15. Which one of the following technologies provides competitive advantage to an enterprise?
- a. Base technologies
 - b. Key technologies
 - c. Pacing technologies
 - d. Both a and b
16. The five phases in project management identified by the Project Management Institute (PMI) include:
- a. Defining – Planning – Exploration – Controlling – Closing
 - b. Defining – Planning – Execution – Monitoring – Reviewing
 - c. Initiating – Planning – Execution – Monitoring – Closing
 - d. Initiating – Planning – Exploration – Controlling – Reviewing
17. _____ refers to the incremental expansion of the scope of a project, which may include and introduce more requirements that may not have been a part of the initial planning of the project, while nevertheless failing to adjust schedule and budget.
- a. Scope overrun
 - b. Scope slip
 - c. Scope creep
 - d. Scope crisis
18. _____ contracts provide that the contractor and buyer share savings within a certain range, but establish a maximum cost for the buyer above which the contractor bears the total risk.
- a. Firm fixed-price
 - b. Fixed-price incentive
 - c. Fixed-price with escalation
 - d. Cost-plus incentive fee
19. Normative ethics is concerned with:
- a. a goal-based approach in which we seek to obey those rules or choose those acts that will result in the greatest good for greatest number of people.
 - b. moral imperatives that we must obey, regardless of the consequences.
 - c. the belief that there are certain fundamental human rights, and moral obligations arise in the context of these rights.
 - d. broadening the moral community to whom we owe ethical responsibility to include animals, plants, and even inanimate objects.
20. Which of the following is NOT one of the key lean management principles?
- a. Perfect first-time quality
 - b. Waste minimization
 - c. Continuous improvement
 - d. Push processing



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SECTION "B"

[7Q × 5 = 35 marks]

Attempt *ANY SEVEN* questions:

1. List five technological products and find out their positions on the technology S-curve.
2. A calculator company produces a scientific calculator and a graphing calculator. Long-term projections indicate an expected demand of at least 100 scientific and 80 graphing calculators each day. Because of limitations on production capacity, no more than 200 scientific and 170 graphing calculators can be made daily. To satisfy a shipping contract, a total of at least 200 calculators must be shipped each day. If each scientific calculator sold results in a \$2 loss, but each graphing calculator produces a \$5 profit, how many of each type should be made daily to maximize net profits?
3. Discuss the significance and application of servant leadership in modern organizations.
4. Explain with examples feedback control, concurrent control, and feed forward control.
5. Select a product line in a specific industry, and list actions that can be taken to reduce product liability.
6. Describe some of the key characteristics of an effective project manager.
7. Discuss how the engineer who moves into managerial work can nonetheless stay up to date in technology.
8. Explain the following terms (*ANY TWO*):
 - a. Scope creep
 - b. Bathtub curve
 - c. Cost of quality

SECTION "C"

[2Q × 10 = 20 marks]

Attempt *ANY TWO* questions:

9. Describe four functions of management. Discuss different skills that managers must have and the roles they can fill.
10. Select a company or industry for which the strategic management of technology is important. Describe some of the base, key, and pacing technologies that are important for their strategic management of technology.
11. Compare and contrast the concepts of TQM and Lean Management.

