

KATHMANDU UNIVERSITY
End Semester Examination
February/March, 2018

Marks Scored:

Level : B.E./B.Sc.
Year : IV

Course : MGTS 403
Semester: I

Exam. Roll No.:

Time: 30 mins.

F.M. : 20

Registration No.:

Date MAR 05 2018

SECTION "A"

[20 Q.×1=20 marks]

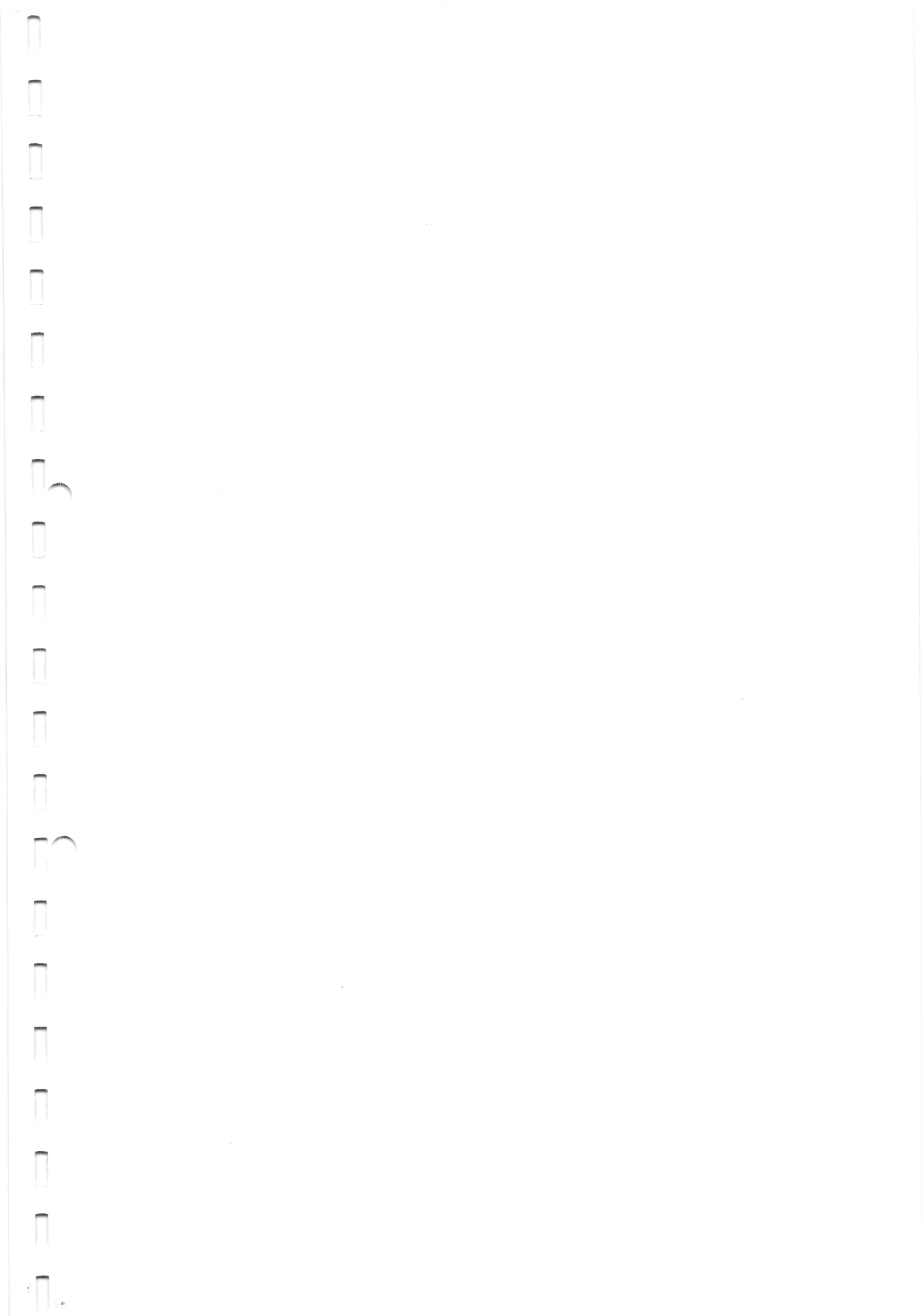
Select the most appropriate answer of the following.

1. Decisions made by team of individuals or single person, whether to outsource products or in-source are classified as
 - a. Demand or supply decisions
 - b. Relevant or irrelevant decision
 - c. Make or buy decisions
 - d. Idle or busy decisions
2. The Mule was the hybrid of
 - a. Spinning Jenny and Power loom
 - b. Spinning Jenny and water frame
 - c. Power loom and Water Frame
 - d. Water frame and Screw cutting Lathe
3. Hawthorne's series of studies comprises of all but not
 - a. Illumination experiment
 - b. Interviewing programme
 - c. Relay assembly experiments
 - d. Working challenge
4. Creating a *roadmap* of the future of the organization is the part of developing
 - a. Vision
 - b. Mission
 - c. Objectives
 - d. Goals
5. In Ansoff matrix, the cash cows ensures
 - a. Liquidity or cash flow
 - b. High investment to gain market share
 - c. High profit, low investment
 - d. Exceeding cash flow for growth
6. Manager under pressure to reach a decision have neither time nor other resources to consider all alternatives. This is the classical example of _____ in decision making.
 - a. Objective rationality
 - b. Bounded rationality
 - c. Instrumental rationality
 - d. Value rationality
7. The primary goal of MIS is to support
 - a. Executive function
 - b. Departmental function
 - c. Organizational function
 - d. Transaction processing system
8. The process of dividing the work and then grouping them into units and subunits for the purpose of administration is known as
 - a. Departmentation
 - b. Organization structure
 - c. Committee
 - d. Centralization

9. It relates the “effort a person puts forth” to “the expectation of achieving some desired goals”
- a. Equity theory
 - b. Expectancy theory
 - c. Behavior modification
 - d. Lawler extension
10. Screening or concurrent control refers to the control of,
- a. Variance calculated
 - b. Feedback control
 - c. Work carried simultaneously
 - d. Feed forward control
11. Bundle of right to reproduce, derive, distribute, perform and display an original creative work in a tangible form for the life of author plus 70 more years thereafter is
- a. Copyright
 - b. Patent
 - c. Service mark
 - d. Trademark
12. Person A suggests an improvement on the subject matter, Person B agrees but suggests further improvement and this series of improvement continues till a sound solution is part of which brainstorming approach
- a. CNB
 - b. Simple
 - c. Tear-Down Approach
 - d. And-Also
13. Maintenance down time (MDT) has three components and this doesn't include
- a. Administrative & preparation time
 - b. Logistic time
 - c. Balance of payment time
 - d. Active maintenance Time
14. The basic difference between PERT and CPM is that
- a. PERT deals with events and CPM with activities
 - b. Critical path is determined in PERT only
 - c. Costs are considered on CPM only and not in PERT
 - d. Guessed times are used in PERT and evaluated times in CPM
15. The aim of value engineering is to
- a. Find the depreciation value of a machine
 - b. Determine the selling price of a product
 - c. Minimize the cost without change in quality of the product
 - d. Maximize the cost without change in the quality of the product
16. In break-even analysis, total cost consists of
- a. Fixed cost
 - b. Variable cost
 - c. Fixed cost + variable cost
 - d. Fixed cost + variable cost + overheads
17. A big advantage of PERT over Gantt charts is that in the former case
- a. Activities and events are clearly shown
 - b. Early start and late finish of an activity are clearly marked
 - c. Activity times are clear
 - d. Interrelationship among activities is clearly shown

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18. It is known that _____ leaves the greatest impact while communicating or presenting your ideas
- a. Body language
 - b. Spoken words
 - c. Visuals
 - d. Written text
19. Ergonomics looks more precisely at employees' well-being as well as organization well-being. It relates _____ as most important factor in working environment.
- a. Health, comfort and performance
 - b. Health, motivation and payments
 - c. Health, comfort and motivation
 - d. Health, comfort and payments
20. While setting Quality objective, _____ must be considered.
- a. Material quality
 - b. Customer need
 - c. Market demand
 - d. Supplier needs



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F.M. : 55

SECTION "B"

[7 Q.×5=35 marks]

Attempt *ANY SEVEN* questions.

1. How is decision making in scientific management different from decision making in traditional management? What do you understand by Qualitative control and Quantitative control? Provide examples.
2. As a human resource officer you are entitled to perform resourcing and recruiting task. Currently, your company is short in staffs and you need to hire. Develop a strategy for hiring first and also explain the way forward.
3. Decision making is a key component of the leading face of the P-O-L-C framework. Explain P-O-L-C framework and identify decision-making traps an organization might succumb to?
4. In the 1960s, social psychologist Douglas McGregor developed two contrasting theories that explained how managers' beliefs about what motivates their people can affect their management style. He labeled these Theory X and Theory Y. These theories continue to be important even today. Explain why?
5. The five-step thought process for guiding the implementation of lean techniques is easy to remember, but not always easy to achieve. What do you understand by Lean Management? Explain each steps involved in Lean principle and explain how it helps to reduce waste?
6. A friend of yours' is trying to set up his own business but he hasn't planned anything. Explain him the purpose of planning and how this planning process should be organized to achieve the purpose.
7. As a project manager you need to formulate a multi-specialty project team designed to accomplish Concurrent Engineering. Briefly outline and explain the stages you will design to achieve System Engineering Goal.
8. Specific schemes or action units are designated for the investment of given resources and skills with an aim of attaining some predetermined objectives. Briefly explain and draw the project model in contrast to the environment and constraint it has to undergo.
9. Briefly explain seven current Ethical Issues to be addressed by Engineering Community in the context of Nepal.

SECTION "C"
[2 Q.×10=20 marks]

Attempt *ANY TWO*.

10. Finding the right "ergonomic" chair is a common problem. There are many "ergonomic" chairs available but it can be a mistake to purchase one simply because it is labeled "ergonomic". Ergonomic chairs are designed to suit a range of people; however, there is no guarantee that they will suit any one person in particular.
- a) Why is it important to find right chair?
 - b) What do you need to know about selecting a good ergonomic chair?
 - c) What are the features of a good chair?
 - d) Who should pick out the chair?
 - e) Can a chair solve all of the ergonomic problems of working in a sitting position?
11. The Apple product life cycles indicates just how big the iPhone and the iPad will be over the next few years. It took the iPod five years to break the thirty million units per annum mark. The iPhone got there in four and the iPad will make it in year two of launch. As for the Sony Walkman it never made it, it took over ten years to top out, the iPod topped out within eight years of launch. Apple product Life Cycles is moving faster and higher sooner than ever before. Briefly explain each stages of product life cycle of Apple in contrast to its competitors and also highlight what it is doing better in each stage.
12. ABC Company manufactures a padlock and keys. The contribution margins of the Padlocks and Keys are 30 and 20, respectively. Two types of skilled labor are required to manufacture these products: soldering and assembling. A padlock requires 2 hours of soldering and 1 hour of assembling. A key requires 1 hour of soldering and 1 hour of assembling. ABC has 1,000 soldering hours and 800 assembling hours available per week. There are no constraints on the supply of raw materials. Demand for key is unlimited, but at most 350 padlocks are sold each week. ABC wishes to maximize its weekly total contribution margin. Suggest ABC how they can maximize its margin using LPP model.