

KATHMANDU UNIVERSITY
End Semester Examination
February/March, 2019

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

FEB 21 2019

SECTION "A"

[20 Q. × 1 = 20 marks]

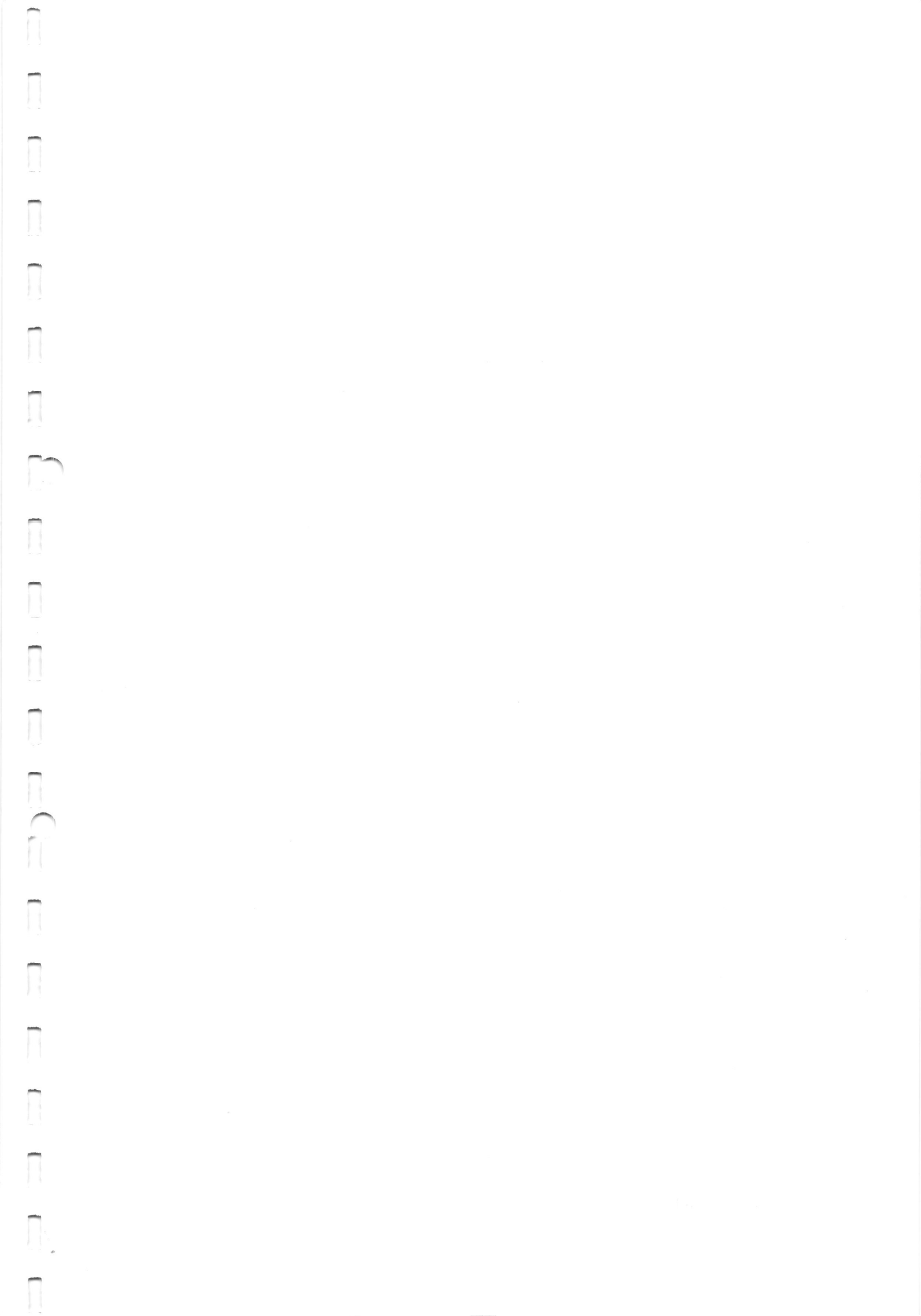
Choose and encircle the most appropriate choice for the following:

- 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.
- When a consultant or specialist gives advice to his superior, he is using what type of authority?
 - Top authority
 - Line authority
 - Staff authority
 - Functional authority
- When structuring an organization, the engineer manager must be concerned with the determining the scope of words and how it is combined in a job. This refers to _____.
 - division of labor
 - delegation of authority
 - departmentalization
 - span of control
- When structuring an organization, the engineer must be concerned with the grouping of related jobs, activities, or processes into major organizational subunits. This refers to:
 - division of labor
 - delegation of authority
 - departmentalization
 - span of control
- Which technique will the manager use when evaluating alternative using qualitative evaluation?
 - Comparison technique
 - Intuition and subjective judgment
 - Rational technique
 - Analytical technique
- What refers to the strategic statement that identifies why an organization exists, its philosophy of management, and its purpose as distinguished from other similar organizations in terms of products, services and markets?
 - Corporate mission
 - Corporate vision
 - Corporate character
 - Corporate identity
- What refers to a process of influencing and supporting others to work enthusiastically toward achieving objectives?
 - Power
 - Leadership
 - Teamwork
 - Charisma

8. What refers to the rational way to conceptualize, analyze and solve problems in situations involving limited or partial information about the decision environment?
- a. Sampling theory
 - b. Linear programming
 - c. Decision theory
 - d. Simulation
9. 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.
10. _____ 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
11. The 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. Service mark
 - c. Patent
 - d. Trademark
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. The probability that a system will demonstrate specified performance for a state period of time when operated under specified conditions is called _____
- a. Reliability
 - b. availability
 - c. maintainability
 - d. producibility
14. _____ 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
15. Which of the following statement is true regarding management by objectives?
- a. MBO has been widely adopted to translate a particular departmental goals and objectives into specific individual objectives.
 - b. MBO can (and usually should) be employed between middle-level and first-line managers.
 - c. 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.
 - d. MBO success is independent of the support of higher management.

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16. _____ include reducing the number and frequency of controls, making the worker responsible for checking his or her own work, establishing a direct relationship between the worker and the customer or use of the work, and in other ways, increasing authority and autonomy.
- a. Job enrichment
 - b. Job rotation
 - c. Job expansion
 - d. Both b and c
17. Which of the following statement about decision making is NOT true?
- a. Programmed decision making is the most efficient way to handle well-structured problems.
 - b. Programmed decision making is relatively simple and tends to rely heavily on previous solutions.
 - c. When a manager confronts an ill-structured problem, a custom-made, nonprogrammed response is required.
 - d. A procedure is a series of interrelated sequential steps that a manager can use when responding to an ill-structured problem.
18. 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 _____.
- a. work specialization
 - b. departmentalization
 - c. formalization
 - d. decentralization
19. _____ focus on the needs a person is trying to satisfy and the features of the work environment that seem to satisfy those needs.
- a. Process theories
 - b. Content theories
 - c. Situational theories
 - d. Motivational theories
20. 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, comfort and motivation
 - c. health, motivation and performance
 - d. health, motivation and rewards



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SECTION "B"

[7 Q. × 5 = 35 marks]

Attempt *ANY SEVEN* questions.

1. Discuss how the job of a top manager differs from the jobs in the several levels of middle management.
2. Describe the contributions of Henri Fayol and Max Weber in administrative management.
3. What do you understand by management by objectives? Describe its advantages and disadvantages.
4. Is it reasonable that managers from backgrounds other than engineering might find delegation easier? Support your conclusion.
5. Discuss the significance of Herzberg's two-factor theory in leading technical people.
6. Explain with examples the base, key, and pacing technologies.
7. Select a product line in a specific industry, and list actions that can be taken to reduce product liability.
8. Distinguish between various types of maintenance.
9. Write short notes on (*ANY TWO*):
 - a. Vision and mission statements
 - b. Methods of conflict management
 - c. Costs of quality

SECTION "C"

[2 Q. × 10 = 20 marks]

Attempt *ALL* questions.

10. List and explain various categories of decision making. Describe how each of them relate to different levels of management in an organization.
11. Compare and contrast functional organization and projectized organization.

OR

What is total quality management? Describe the key principles of lean manufacturing.

