

KATHMANDU UNIVERSITY
End Semester Examination [C]
July, 2017

Marks Scored:

Level : B.E.

Year : IV

Course : MGTS 403

Semester : I

Exam Roll No. :

Time: 30 mins.

F. M. : 20

Registration No. :

Date

JUL 06 2017

SECTION "A"

[20 Q × 1 = 20 marks]

Choose the most appropriate answer.

1. Critical Path in a project is:
 - a) Most challenging part of a project
 - b) Most important part of project
 - c) Longest path through network
 - d) Shortest path through network

2. Matrix management is:
 - a) Functional responsibility only
 - b) Specific functional responsibility in a project
 - c) It defies the principle of "unity of command."
 - d) Both b and c are correct in matrix management.

3. Ethical egoism is:
 - a) Pride on being ethical
 - b) Sense of self gratification
 - c) It is about rational "self-interest"
 - d) Duty based ethical philosophy

4. "Leveraging" deals with:
 - a) Profitability of an enterprise
 - b) Planned growth with investor's money only
 - c) Relationship between investor's and creditor's money
 - d) All growth with creditor's money only

5. In benchmarking:
 - a) Compare with biggest competitor
 - b) Compare with latest entry in market
 - c) Compare with best practices in the industry
 - d) Compare with most profitable companies

6. CALS (Computer Aided Logistics) means:
 - a) Computer's programming language for design
 - b) Set of international initiatives for the success of concurrent engineering and design techniques
 - c) It is a hard copy document generation and storage of design process and changes.
 - d) Special computer programming language for logic functions.

7. A diplomatic leader:
 - a) Always consults members
 - b) Always dictates
 - c) Makes group decisions
 - d) Decides herself but persuades others

8. Contingency theory of leadership argues:
 - a) Leadership is about building consensus
 - b) Leadership has not have one right way
 - c) Building reward system and quality of relationship with members
 - d) b, c both are correct

9. Servant leadership emphasizes:
 - a) The leaders role as a steward of resources
 - b) Belief in serving first
 - c) Believes in leadership development is an ongoing continuously nimirvng process
 - d) All are correct

10. Scope in a project means:
 - a) Boundaries in a project
 - b) Financial limits that can be spent
 - c) Statement of work
 - d) a and c both are similar and are correct

11. Pull process in Lean Management means:
 - a) Pushing product from production end
 - b) Pulling samples during processing
 - c) Pulling product from assembly for control
 - d) Products pulled from customer's end

12. Operational availability considers:
 - a) Preventive maintenance
 - b) Corrective maintenance
 - c) Mean time between failures
 - d) a and b, both are correct

13. In an office or an organization there MUST have clearly defined authority and responsibility is an important statement by:
 - a) Henri Fayol
 - b) Taylor
 - c) Max Weber
 - d) Edward Deming

14. Care, affection, working condition improves efficiency of a worker is a result of:
 - a) Taylor's scientific principle
 - b) Max Weber's theory
 - c) Hawthorne effect
 - d) Lucy Morse theory

15. An effective planning premise considers:
 - a) Long range future objectives
 - b) Anticipated environment in which they are expected to operate
 - c) Future economic condition, government regulation, tax laws etc
 - d) b, c both are correct

16. Rationality requires:
 - a) Complete knowledge of consequences
 - b) A choice among all alternatives
 - c) Some imaginations are required about the future
 - d) ALL (a, b, c) are correct

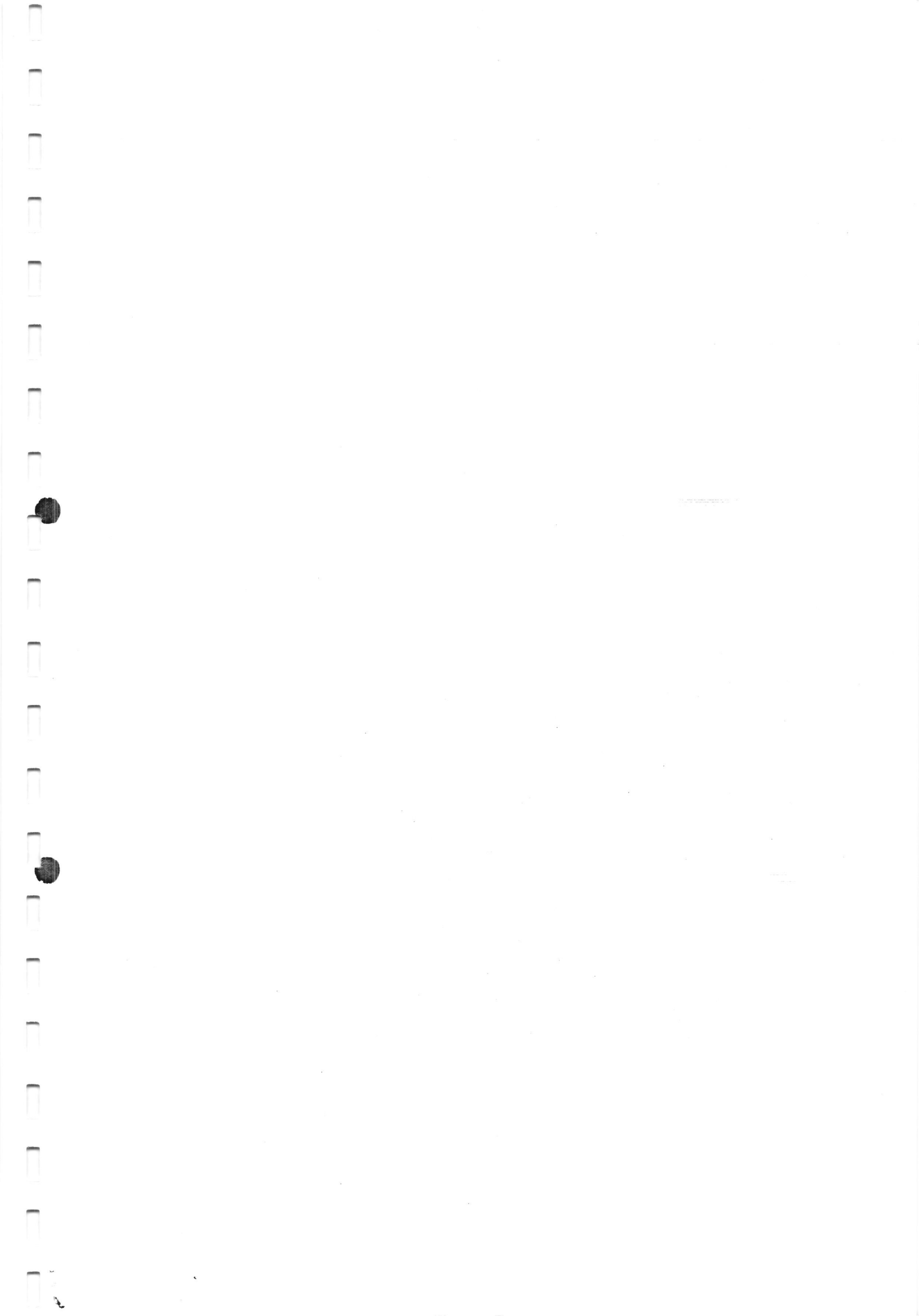
17. Contingency theory of leadership means:
 - a) If all else fails, punishment works
 - b) If all else fails, motivation works
 - c) If all else fails, reward works
 - d) Situation may demand reward, style and nature of an organization

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18. McClelland's trio of need includes
 - a) Money, fame, power
 - b) Power, pleasure, happiness
 - c) Power, affiliation, achievement
 - d) Power, affiliation, security

19. "SIX SIGMA" is a terminology which signifies:
 - a) Methodology of defining measuring, analyzing, improving and controlling quality of a process
 - b) It is also a way of defining process capability of a given process
 - c) It means variability is too high and is unacceptable.
 - d) a and b both are correct while we look/analyze a process for its improvements.

20. In the product liability context *caveat emptor* means:
 - a) A built product MUST be safest feasible
 - b) A built product MUST be most economically feasible
 - c) A built product MUST be technically feasible
 - d) Warning-let the buyer be aware of the risks



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Time : 2 hrs. 30 mins.

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F. M. : 55

SECTION "B"

Attempt *ANY FIVE* questions. Assume suitable data where necessary.

1. Explain the difference [5 × 2=10]
 - a. Line and staff relationships
 - b. Sole proprietorship versus corporation
 - c. Ethics and morality
 - d. Objective versus bounded rationality
 - e. PDCA (Plan, Do, Check, Act) cycle

2. Explain/Define *ANY FIVE* of the following terms: [5 × 1=5]
 - a) Strategic Management
 - b) Project management
 - c) Engineering prototype
 - d) Accountability
 - e) Organizing by key activities
 - f) Human needs

3. Explain/Define the following terms : [3 × 1 = 3]
 - a) Income statement
 - b) Balance sheet
 - c) Cash flow

SECTION "C"

[5Q × 5 = 25 marks]

Attempt *ANY FIVE* questions from Q.4 to Q.9. Question No. 10 is compulsory.

4. Compare/contrast "scientific management" (Taylor) versus "behavioral management" (Hawthorne Effect) if they compliment or contradict each other.
5. Why creativity and innovation are important for survival today and what steps are required for a creative process including its preparation?
6. Review some key motivational theories (Content and Process) and recommend which ones you may apply to uplift your organization's morale and productivity.
7. Explain key leadership attributes and styles and assess positive/negative aspects of them.
8. Define project and mention the key steps involved in the proposal preparation.

9. In critical stage of planning what are the important factors you MUST consider? According to Peter Drucker what key questions identify “*load bearing part of the structure?*”
10. Your company is launching a brand new smart phone and you need to compete with two global leaders who have most of the market share. What are the steps you will take for new product development and also consider technology life cycle factors to build a robust product? [12 Marks]

OR

You are responsible for quality as well as reliability of a product you are designing. Define the concept of quality and reliability. How will you design for reliability as well as quality including human safety factors.