

KATHMANDU UNIVERSITY
End Semester Examination [C]
June, 2018

Marks Scored:

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

Course : MGTS 403
Semester : I

Exam Roll No. : Time: 30 mins.

F. M. : 20

Registration No.:

Date JUN 11 2018

SECTION "A"
[20 Q. × 1 = 10 marks]

Select the best answer.

1. Contracts that can be adjusted later to reflect actual cost is
a) Fixed-Price Incentive Contract b) Fixed- Price Re-determinable Contract
c) Fixed-Price with Escalation d) Firm Fixed Price Contract
2. As of Dec 31 2016, the financial statement of ABC Company shows the cash balance of \$500,000, Inventory balance of \$250,000, Accounts Receivable of \$50,000, Marketable securities of \$ 75,000 and Current Liabilities of \$ 600,000. The Quick Ratio of ABC Company would be?
a) 0.958 b) 0.916 c) 0.833 d) 1.041
3. Using exponential smoothing with a weight of 0.6 on actual values and if sales are \$45,000 and \$50,000 for 2010 and 2011, what would you forecast for 2012? (The first forecast is equal to the actual value of the preceding year.)
a) \$ 52,000 b) \$ 48,000 c) \$ 42,000 d) \$ 21,000
4. What describes how to determine the number of service units that will minimize both customers' waiting time and cost of service?
a) Queuing theory b) Network model
c) Sampling theory d) Simulation
5. What organizational structure provides a sound basis for balancing the use of human resources and skills?
a) Functional organization b) Matrix organization
c) Process organization d) Product organization
6. Which of the following is considered a profitability measure?
a) Fixed asset turnover b) Price-earnings ratio
c) Cash coverage ratio d) Return on Assets
7. As per Herzberg' Two Factor theory which one of the following is not a Motivator Factors
a) Responsibility b) Achievement c) Recognition d) Salary
8. _____ are based on human needs and people's (often unconscious) efforts to satisfy them.
a) Behavioral theories b) Content theories
c) Process theories d) Theory X and Y
9. 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) Instrumental Rationality
c) Bounded rationality d) Value rationality

10. A manager transmits the information outside the organization. He is performing which of the following role?
a) Spokesperson b) Liaison c) Disseminator d) Agent
11. The process of collaborative goal setting by a manager and subordinate; the extent to which goals are accomplished is a major factor in evaluating and rewarding the subordinate's performance. It is called _____.
a) Management by objective b) Management by resources
c) Management by authority d) Management by system
12. The idea that employees should also share the profit of organization was given by
a) F.W Taylor b) Max Weber
c) Charles Babbage d) W. Edwards Deming
13. How would you define the problem if all outcomes of every alternative are known?
a) Bounded rationality b) Unbounded rationality
c) Uncertainty d) Certainty
14. The behaviorist Mary Parker Follett referred to integration as a process in
a) Managers use their directive to solve conflicts
b) Employees use their own intuition to solve conflicts
c) Managers and employees work together to solve conflicts
d) Conflicts are ignored.
15. A type of controlling when the operations are already ongoing and activities to detect variances are made.
a) Feed forward Control b) Preventive Control
c) Concurrent Control d) Feedback Control
16. Slack represents the difference between the
a) Latest allowable time and normal expected time
b) Latest allowable time and the earliest expected time
c) Proposed allowable time and the earliest expected time
d) Normal allowable time and the latest expected time
17. A PERT network has three activities on critical path with mean time 3, 8 and 6 and standard deviations 1, 2 and 2 respectively. The probability that the project will be completed in 20 days is
a) 0.50 b) 0.66 c) 0.84 d) 0.95
18. In value engineering, important consideration is given to
a) Customer Satisfaction b) Function Concept
c) Profit Maximization d) Cost Reduction
19. 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
20. The task 'A' can be completed in 3 days but can be crashed to 2 days. The Cost of Completing 'A' in 3 days is \$ 500 whereas the cost of crashing 'A' to 2 days is \$600. What would be the marginal cost of crashing the activity 'A'
a) \$300 b) \$100 c) \$ 50 d) \$0

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Semester : I
F.M. : 55

SECTION "B"
[7 Q. × 5 = 35 marks]

Attempt *ANY SEVEN* questions.

1. In the matrix management structure, the person responsible for the activity of a specific functional specialty on a specific project has two bosses. What considerations in a well-run matrix structure reduce the resulting potential for conflict?
2. Is it reasonable that managers from backgrounds other than engineering might find delegation easier? Support your conclusion.
3. Explain various conflict of interest that could arise in the work of an engineering employee of a corporation and highlight further the role of whistleblowing in overcoming such conflict of interest.
4. You have begun a small but growing business. What advantages and disadvantages should you consider before changing it from a sole proprietorship to a corporation?
5. What are potential solutions to the liability crisis that haunts Nepalese enterprise and institutions today?
6. You are hired as an engineering management consultant by ABC Airlines Company to identify possible quality problems faced by them in terms of customer satisfaction. Prepare a fish bone diagram and interpret the result to ABC Airlines Company.
7. What were the positive values of Max Weber's model of "Bureaucracy"?
8. Define Stress and what are the possible cause of stress at work place. Provide some stress management techniques which present day employer need to consider to increase employee's productivity.

SECTION "C"
[2 Q. × 10 = 20 marks]

Attempt *ANY TWO* questions.

9. After the devastating earthquake of 2015, The National Reconstruction Authority was established on 25 December 2015 for leading and managing the earthquake recovery and reconstruction work in Nepal. However, three years after the earthquake, Nepal is still struggling to bounce back as nearly 60% of the affected people still live in temporary shelters, and it is common to see damaged houses, temples without roofs, and earthquake debris lying around, even in the capital Kathmandu. In this background, if you are hired as a CEO of Nepal Reconstruction Authority how would you perform the managerial roles pointed by Henry Mintzberg to successfully accomplish the objective of reconstruction works of the structures damaged by the devastating earthquake in a sustainable, resilient and planned manner.
10. A company makes two products (X and Y) using two machines (A and B). Each unit of X that is produced requires 50 minutes processing time on machine A and 30 minutes processing time on machine B. Each unit of Y that is produced requires 24 minutes processing time on machine A and 33 minutes processing time on machine B. At the start of the current week there are 30 units of X and 90 units of Y in stock. Available processing time on machine A is forecasted to be 40 hours and on machine B is forecasted to be 35 hours. The demand for X in the current week is forecasted to be 75 units and for Y is forecasted to be 95 units. Company policy is to maximize the combined sum of the units of X and the units of Y in stock at the end of the week. Formulate the problem of deciding how much of each product to make in the current week as a linear program. Solve this linear program graphically.
11. The recent acquisition of Rocket Internet's Daraz by Alibaba Group has posted a tremendous market opportunity of e-commerce in Nepalese market. If you are hired by Alibaba Group to help them expand their roots in Nepalese market how would you use the management functions to fulfill the organization objective. Explain on the basis of P-O-L-C framework.