

KATHMANDU UNIVERSITY  
End Semester Examination  
March/April, 2017

Marks Scored:

Level : B. E./B. Sc.

Course : MGTS 403

Year : IV

Semester : I

Exam Roll No. :

Time : 30 mins.

F. M. : 20

Registration No. :

Date :

MAR 29 2017

SECTION "A"

[20 Q. × 1 = 20 marks]

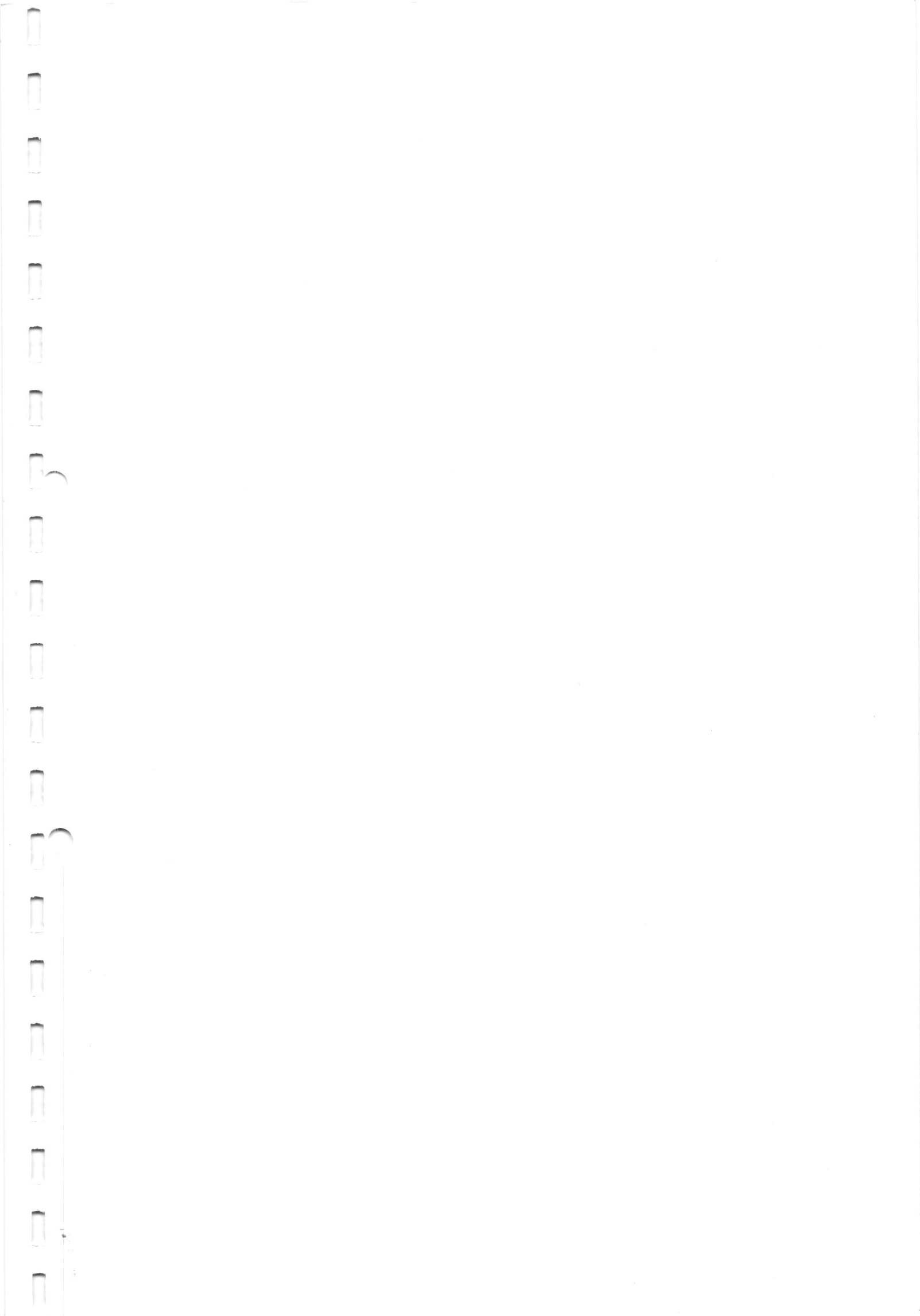
Select the most appropriate choice for the following:

1. A manager's ability to work with, understand, mentor, and motivate other people, both individually and in groups is called \_\_\_\_\_ skills.  
a. conceptual                      b. interpersonal                      c. technical                      d. political
2. \_\_\_\_\_ describes the purpose of an organization.  
a. Mission statement                      b. Vision statement  
c. Strategic plan                      d. Organizational objectives
3. An increased commitment to a previous decision despite negative data that suggest one should do otherwise is called \_\_\_\_\_.  
a. bounded rationality                      b. escalation of commitment  
c. satisficing                      d. heuristic
4. Which of the following management concepts recommend that employees should have only one boss?  
a. Unity of command                      b. Span of control  
c. Scalar chain                      d. Unity of direction
5. 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, non programmed 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.
6. 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
7. \_\_\_\_\_ is the rights inherent in a managerial position to give orders and expect them to be obeyed.  
a. Authority                      b. Power                      c. Responsibility                      d. Unity of command

MAR 29 2017

8. The continuous line of authority that extends from the highest levels of an organization to the lowest levels and clarifies who reports to whom is referred to as \_\_\_\_\_.
- a. delegation of authority
  - b. span of control
  - c. unity of command
  - d. chain of command
9. \_\_\_\_\_ 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
10. Which of the following theories of motivation assumes that elimination of the causes of employee dissatisfaction does not automatically lead to satisfaction?
- a. Expectancy theory
  - b. Need-hierarchy theory
  - c. Two-factor theory
  - d. Equity theory
11. 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?
- a. Maslow's need hierarchy
  - b. Vroom's expectancy theory
  - c. Herzberg's two-factor theory
  - d. McClelland's acquired needs theory
12. \_\_\_\_\_ involves increasing the complexity of a job to provide a greater sense of responsibility, accomplishment, and achievement.
- a. Goal setting
  - b. Job enrichment
  - c. Job enhancement
  - d. Positive reinforcement
13. A software engineer believes that if she can complete her current project on time she will get the promotion to team leader that she strongly desires. However, she doubts that she can complete the project on time. Within the context of expectancy theory, what level of motivation would the engineer have and why?
- a. very high, since the level of expectancy and the level of valence are both high
  - b. moderately high, as high levels of valence and instrumentality offset low expectancy levels
  - c. moderate, since high levels of expectancy and high levels of valence will be balanced by the low level of instrumentality
  - d. low, since the expectancy, instrumentality, and valence of the outcome must all be high for motivation
14. \_\_\_\_\_ is a process in which a small group of people interact with very little structure with the goal of producing a large quantity of novel and imaginative ideas.
- a. Brainstorming
  - b. Mind mapping
  - c. Nominal Group Technique
  - d. Prototyping
15. 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

16. What information does a balance sheet provide?
- It provides owners with an estimate of the company's worth on a given date.
  - It provides owners with information on how profitable the company is.
  - It shows owners what the company needs in terms of cash for the remainder of the period.
  - It tells owners which products are selling more than others.
17. \_\_\_\_\_ is concerned with ways of designing machines, operations, and work environments to match human capacities and limitations.
- Human factors engineering
  - Ergonomics
  - Value engineering
  - Both a and b
18. \_\_\_\_\_ is the probability that a system will demonstrate specified performance for a stated period of time when operated under specified conditions.
- Liability
  - Reliability
  - Maintainability
  - Availability
19. The measures of how well the quality specified in the design is realized in manufacture and delivered to the customer is referred to as \_\_\_\_\_
- quality of design
  - quality of conformance
  - quality of production
  - Both b and c
20. \_\_\_\_\_ 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.
- Firm fixed-price
  - Fixed-price incentive
  - Fixed-price with escalation
  - Cost-plus incentive fee



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SECTION "B"

[7Q × 5 = 35 marks]

Attempt *ANY SEVEN* questions.

1. Identify the three types of skills needed by an effective manager and describe how the relative need for them might vary with the level of management.
2. Explain the concepts of delegation of authority.
3. Enumerate the key points that will result from larger span of control.
4. Differentiate among three types of control systems.
5. Discuss the importance of product liability issues in engineering design.
6. Describe Blake and Mouton's five methods of conflict management.
7. What is ergonomics and why is it important in job design?
8. Define obsolescence. Discuss the methods of reducing obsolescence for technical professionals.
9. Distinguish between (*ANY TWO*):
  - a. Scientific management and administrative management
  - b. Line authority and staff authority
  - c. Quality of design and quality of conformance

SECTION "C"

[2Q × 10 = 20 marks]

Attempt *ALL* questions:

10. Explain the differences between leaders and managers. Discuss the significance and application of servant leadership in modern organizations.
11. Discuss with suitable examples four alternative new product strategies as suggested by Ansoff and Stewart.

OR

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.

