

POKHARA UNIVERSITY

Level: Bachelor

Semester: Fall

Year: 2024

Programme: BCSIT

Full Marks: 100

Course: Principles of Management (New)

Pass Marks: 45

Time: 3 hrs.

Candidates are required to answer in their own words as far as practicable. The figures in the margin indicate full marks.

Section “A”

Very Short Answer Questions

Attempt all the questions. [10×2=20]

1. List out the functions of management.
2. Explain Bounded Rationality.
3. What is Contingency Planning?
4. What are the advantages of using a financial budget?
5. Define scalar chain in management.
6. Define Free- rein leadership style.
7. What is positive or incentive motivation?
8. Enlist four emerging issues of the business environment.
9. Enlist any four characteristics of MBO.
10. Write any four essential characteristics of effective control.

Section “B”

Descriptive Answer Questions

Attempt **any five** questions. [5×10=50]

11. Do all managers at all levels required to possess all types of managerial skills equally? Explain your answer in context to the various skills required in an IT company.
12. Simulation is a decision-making tool that helps by imitating real-life scenarios. What other such techniques and tools exist to aid in decision-making?
13. Planning is an important function of Management. Why is Planning important for managers? Explain.
14. Explain the Path-Goal Theory of Leadership.
15. IT is essential for today’s business. What are the various issues associated with integrating IT in Management?
16. All other managerial functions may be worthless if there is no effective control. Elaborates this statement in detail.

Group “C”
Long Answer Questions

Attempt **any two** questions. [2×15=30]

17. What do you mean by behavioral approach of management? Explain Maslow's need hierarchy theory. As a manager, how can you apply this theory in your organization?

18. Read the given case more carefully and answer the following questions.

V.T. Concern was established in Koteshwor, Kathmandu 15 years ago for the wholesale business. Hari Krishna Gautam was the proprietor of the company. Initially he had two staffs Aman and Gman just to help the regular business operation. Hari Krishna could not expand his business more than 1corer. He decided to hire manager to expand his business. Mr Vivid appointed as a manager. In three years, the business raised up to the sales of 30 corers. They need to manage the proper warehouse, purchase and sales department and the customer service. Vivid requested his proprietor to change the organization system and policy as per the need of market and the employees who are working for the long period with their dedication should be treated as well. Employees were expecting to increase their salary and other financial benefits with their responsibilities. But Hari Krishna was not interested to do so because he felt inferior to delegate authority and responsibilities with changing organizational structure and to bear more financial burden.

All the employees were dissatisfied with the behavior of their boss. Company could not address the need and demands of customer, gradually their sales began to decreased. Vivid left the organization and started his own business considering the factors to be changed in the organization where he worked before. Within five year Vivid gained enough reputation in the market with enough market share. Study the above case carefully,

Answer the following questions:

- a. What are the reason behind the success of V.T. Concern? List out them.
- b. What are the major problems found in the V.T. Concern.?
- c. What are the problems of Mr. Hari Krishna as a leader?
- d. What actions do you think management have to take to overcome these problems?
- e. List out the SWOT factors of this business.

19. Read the given case more carefully and answer the following questions.

Delta Pvt. Ltd. was established 10 years back in Kathmandu with an initial investment capital of Rs. 16 m. to produce footwear in Nepal. ABC used to import all the raw materials and few from China. Main designers are from India. ABC expanded its business steadily over the years and covered almost all the cities of Nepal and also in India. Its annual turnover was around Rs. 2.7 million last year which was 20% more than the previous

year. Except during the major time of Covid-19 pandemic, ABC continued its business. Mr. Shrestha conducts the executive functions of the company as the General Manager but the company has no departmental managers. All these areas are under the supervision of Mr. Thapa, salaried employee as manager, monthly salary Rs. 30 thousands. He is responsible for overall activities of the company. However, he maintains own filing, secretarial, mailing, and production functions. A junior level part time staff is in charge for finance and accounting activities of the company. All the decisions regarding purchasing, receiving, storing, account payable, factory payroll, cost accounting, and dispatching are control by Mr. Thapa. There are five office assistants who take care of sales, advertising, credit and accounts receivable but they have no fixed responsibilities. The General Manager of the company has recently been overwhelmed by the difficulty of obtaining various information and customer care efforts. Whenever information is needed, several different sources must be contacted, and much time is wasted locating the information. The General Manager is also beginning to notice idle equipment in the office and delays in the preparation of important operating reports. Customers have regularly complaining about delay in delivery, wrong delivery of the product they order, and frequent problems in account payments. He also noticed that the employee turnover is increasing. The General Manager recently had a meeting with the all the employees of the company. Many employees expressed their dissatisfaction with Mr. Thapa as he does not consult with them and they have no direct reporting system. Mr. Thapa claims that there are many issues with individual employee of gossiping and intimidating. Study this case carefully and answer the following questions.

Questions:

- a. What major problem areas can you identify in this case? What can be the probable causes for conflict between Mr. Thapa and other employees? Explain.
- b. Trace the decision making process in ABC. What problems do you diagnose in decision making process? Mention.
- c. Find out the problems in balancing between authority and responsibilities? Suggest the appropriate solution.
- d. Sketch new organizational structure to restructure the organization for solving existing problem.
- e. How is the control system did you find there? Suggest if there is any possible way to improve.