

POKHARA UNIVERSITY

Level: Bachelor
Programme: BE
Course: Organization and Management

Semester: Fall

Year : 2017
Full Marks: 100
Pass Marks: 45
Time : 3hrs.

Candidates are required to give their answers in their own words as far as practicable.

The figures in the margin indicate full marks.

Attempt all the questions.

1. a) Define management and explain the different functions of management. 8
b) What is formal organization? Briefly explain the advantages and disadvantages of functional organization. 7
2. a) What is motivation? Critically analyze Herzberg's motivation theory. 8
b) Define leadership. Explain the managerial grid theory of leadership briefly. 7
3. a) What are the key sources of recruitment? Explain the various steps involved in the recruitment process briefly. 7
b) Explain job analysis and job description along with suitable examples. 8
4. a) Elaborate employee health & safety and its importance. Explain the causes of accidents. 7
b) What is industrial relation? Why is it necessary for the students of IT to know about the importance of Industrial relations? Explain. 8
5. a) Define conflict management. Explain negotiation, mediation and arbitration as modes of conflict management. 8
b) What do you understand by intragroup and intergroup behavior? Explain briefly. 7
6. a) What is employee grievance? How grievances must be handled effectively in any organization? Explain. 8
b) What is compensation? Briefly explain the elements of compensation. 7
7. Write short notes on: (**Any two**) 2×5
 - a) Learning Organization
 - b) Principles of organization
 - c) Management by exception
 - d) Facilitation