

POKHARA UNIVERSITY

Level: Bachelor
Semester: Spring
Programme: BE
Course: Organization and Management

Year : 2019
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) What is the meaning of management? Describe major functions of management. 7
b) Describe and explain the characteristics of charismatic leader that differentiate them from non-charismatic leader. 8
2. a) Maslow viewed human motivation as a hierarchy of five needs. Enumerate these five needs with example. 8
b) Explain expectancy theory of motivation. 7
3. a) What are the objectives of Human Resource Management? Bring out the role of Human Resource Management in strategic management. 8
b) What is HRM? Explain the process of Human Resource Management. 7
4. a) Define industrial relations. Explain how a trade union maintains good industrial relation in an industry. 8
b) What are the challenges of industrial relations in Nepal? 7
5. a) Define conflict. State the approaches of conflict management and suggest the approach that you think is most effective for managing conflicts. 8
b) What is conflict? Compare issue based conflict with ego based conflict. 7
6. a) How are grievances settled? Explain an arbitration method of dispute management. 8
b) Explain different types of on-the job and off-the job training with their advantages and disadvantages. 7
7. Write short notes on: (**Any two**) 2×5
 - a) Organization structure
 - b) Management by exception
 - c) Employee health and safety