

POKHARA UNIVERSITY

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

Year : 2020  
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. Explain the functions of management? Describe briefly role of manager. 7  
b) Discuss different types of organization structure. Which organization structure will be suitable for a software company having several projects? 8
2. a) Explain the Dual Factor Theory of motivation. How it differs the Maslow's hierarchy of needs theory. 7  
b) Why is MBO as a technique and philosophy so popular in many organizations? What do you mean by Learning Organization? 8
3. a) Maslow viewed human motivation as a hierarchy of five needs. Enumerate these five needs with example. 8  
b) What is Recruitment? Discuss the internal sources and methods of Recruitment. 7
4. a) What is Performance appraisal? Explain the methods of performance appraisal in an organization. 7  
b) Discuss context of industrial relation in Nepal. How industrial relations can be improved? 8
5. a) What is occupational health and safety? How can we maintain OHS standards in any organization? Describe in brief. 8  
b) Briefly discuss five modes conflict resolution. Why arbitration is preferred over litigation? 7
6. a) What is diversity? How diversity impacts human behaviour? Explain the advantages of diversity in any organization. 8  
b) What is inter-personal and inter-organizational conflict? Discuss different sources of inter-organizational conflict. 7

7. Write short notes on: (**Any two**)
- a) Training and Development
  - b) MBE Versus MBO
  - c) Mediation process