

## Second Year/ Third Semester

**Subject : Introduction to Management**  
**Time : 3 hours**

**FM : 60**  
**PM : 24**

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

**Year: 2066**

### **Group A**

1. **Write specific answer to the following questions:** (1 X 10 = 10)
- Who is the father of Scientific Management?
  - Write a definition of management?
  - What is ethics in management?
  - What is a system?
  - What do you understand by the principle of Span of Control?
  - List any three advantages of Line Organisation.
  - What physiological needs are as described in Maslow's Hierarchy of Needs?
  - Write any three source of conflict.
  - What can you understand by '1, 1' in explaining Managerial Grid Theory?
  - What do you understand by Corporate Social Responsibility?

### **Group: B**

**Answer any two questions, but question no 4 is compulsory.** (2 X 10 = 20)

- Explain the combination of Administrative Management Theory.
- Explain the types of planning in detail.
- Read the case given below carefully & answer the question:

Ms. Chemjong is General Manager of Nepal Net P. Ltd. There are 65 employees working under her. It is a software development company & about 80% employees are programmers & software engineers, & about 30 % are administrative & support staffs. She is very strict with her administrative & support staffs. She wants all of them to be in their office at specified time & be in the office during their office hour. On the other hand, with programmers & software engineers, Ms. Chemjong is very liberal & friendly. There is no fixed work hour for them & she says that "at the specified time I need output. The rest of the thing related to work is to be decided by you."

**Questions:** Defining leadership explain with the help of the situation in the case what type of leadership you find on Ms. Chemjong?

### **Group: C**

**Attempt any six questions:**

(6 X 5 = 30)

- What are the skills required for a manager?
- Describe internal environment of management.
- What do you understand by Human Resource Management? Briefly describe.
- What is contingency approach in management?
- What is decision making? Explain briefly.
- Describe briefly the concept of TQM.
- What do you understand by the term conflict?

Source: [www.csitnepal.com](http://www.csitnepal.com)

12. Briefly describe the barriers to effective communication.

**Year: 2067**

**Group A**

1. **Write specific answer to the following questions:** (1 X 10 = 10)
- What is the theory developed by Douglas McGregor?
  - What is leadership?
  - What is MBO?
  - What is programmed decision making?
  - What do you understand by the principle of order under principle of management?
  - List any three limitations of functional organization.
  - What is conflict?
  - What is quality control?
  - What is flexible plan?
  - What is Management Information System?

**Group: B**

**Answer any two questions, but question no 4 is compulsory.** (2 X 10 = 20)

- Discuss in detail the Corporate Social Responsibility?
- Describe in detail the Managerial Grid Theory.
- Read the case given below carefully & answer the question:  
Mr. Sharma is a Section Officer of District Administration Office (DAO) of Kaski. He is transferred to DAO of Koshi. He is on the process of leaving Kaski. Other employees of Koshi, who have not seen Mr. Sharma before start discussing about Mr. Sharma's character & qualities. They know much information about Mr. Sharma including his weakness in performing assigned tasks.  
**Questions:** Describing the role of communication, explain how the employees at Koshi might have received the information of Mr. Sharma before his joining that office.

**Group: C**

**Attempt any six questions:** (6 X 5 = 30)

- Describe briefly the system concept in management.
- What role do ethics play in organization? Briefly explain.
- Describe why planning is important?
- Discuss what do you understand by decentralization?
- What do you understand by hierarchy of planning?
- Briefly describe the contribution of behavior science theory management.
- Discuss the functions of management.
- Why quality assurance is important in management? Explain briefly.

**Year: 2067**

**Group A**

1. **Write specific answer to the following questions:** (1 X 10 = 10)
- Who is credited for Hawthorne Studies?
  - Write a definition of organization.

- c. What is Total Quality Management?
- d. Write down the functions of HRM.
- e. What do you understand by Principle of Unity of Command?
- f. List three advantages of Line and Staff Organization.
- g. Write any three Hygiene Factors as described in Herzberg's Motivation Hygiene Theory.
- h. What is conflict?
- i. What is control?
- j. What can be understood by '9, 9' in explaining Managerial Grid Theory?

### **Group B**

**Answer any two questions, but question no 4 is compulsory.**

**(2 X 10 = 20)**

- 2. Explain the System Approach in detail.
- 3. Discuss in detail the types of planning.
- 4. Read the case given below carefully and answer the question:

Mr. Thapa is a Branch Manager of Development Bank. It is a regional bank starting its operation from Surkhet. The bank has its clear policies; the Executive Chairperson of the bank provides close supervision; the salary given to Mr. Thapa meets his daily requirements and other conditions are found satisfactory. Mr. Thapa usually comments on his work environment as follows:

"I don't like this work as the executive use us to earn money and forbid us to grow. We are being used as a machine and nobody cares about what i want and what i like. They are only concerned to earn money."

Question: What do you understand by motivation? Explain analyzing the case which motivation theory helps describing Mr. Thapa's behavior.

### **Group: C**

**Attempt any six questions:**

**(6 X 5 = 30)**

- 5. What is Corporate Social Responsibility? Briefly discuss.
- 6. Describe the steps in planning.
- 7. What is programmed and non-programmed decision making? Explain briefly.
- 8. Describe how conflict can be resolved.
- 9. Describe the communication process.
- 10. Why MIS is important for organization?
- 11. Describe the components of technological environment.
- 12. What is MBO? Explain briefly.