

Tribhuvan University  
Institute of Science and Technology  
**Introduction to Management**  
**2069**

Full Marks : 80

Pass Marks : 32

Time : 3 hrs.

**Group A**

**(2\*10=20)**

- 1.) Write specific answer to the following questions :
  - a.) Write four components of internal environment and explain any one of it.
  - b.) Make a list of roles of manager in an organization.
  - c.) What is MBO? Write down four steps of MBO process.
  - d.) What is communication? Write four barriers to communication.
  - e.) Define organization and mention its five features.
  - f.) Give the meaning of line and staff organization structure. Present the line and staff organization in graphical form.
  - g.) What is the theory developed by Douglas McGregor? Draw a figure of hierarchy of Needs in ladder form.
  - h.) What do you understand by the principle of Span of Control and principle of authority and responsibility under principles of management?
  - i.) Give the full form of QC, TQM, MIS, DSS, PERT, CPM.
  - j.) Point out the four barriers to effective communication and the four techniques to improve them.

**Group B**

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

- 2.) Define management. Explain how Hawthorne experiments have contributed to the development of management thought.
- 3.) What is controlling ? As a manager of an organization, what types of control system would you recommend and why?
- 4.) Read the case given below carefully and answer the question :

Ravi general manager of a commercial bank believes on management by objective. He used to involve subordinates in planning and decision making. He has given autonomy to his employees to accomplish their job themselves but willing to help if they need. He has been very successful in his activities in this respect. He hired Ashok, a fresh MBA from Kathmandu University. Ashok was posted in the loan department. Ravi motivated Ashok to work independently, maintaining his faith in the philosophy of participative management. He discussed the job assigned to him to be achieved within the specified time. Ashok, however, failed to complete the job in time. Later on, Ravi revised target after consultation with Ashok. However, specified targets were not

achieved. Ravi meets Ashok and blames him for his poor performance. He was warned for better performance or ready for termination. Ashok was surprised for a while but later on with courage said, sir, though I like you, but I feel hesitant working with you. I sometimes do not know what to do next. It takes me longer if I could benefit from your experience by having you tell me each day what steps to take next. He further told Ravi that in his previous job also, his supervisors used to help him like that. On hearing this Ravi became wordless and speculated what to do with Ashok.

**Questions:**

- 1.) What would you suggest improving Ashok's performance?
- 2.) Was Ravi's decision to terminate Ashok's was the right way to handle the situation?
- 3.) Does Ravi should discard his believe in MBO? Give your view.

**Group C** (6\*6=36)

Attempt any six questions :

- 5.) Explain Behavioral Science Theory with its contributions and limitations.
- 6.) What is management ethics? What role does ethics play in organization? Explain.
- 7.) What is decentralization? Explain its merits.
- 8.) Why is human resource management important in an organization? Describe briefly its components.
- 9.) Explain Managerial Grid Theory of Leadership with the help of a figure.
- 10.) Define Motivation. Explain Maslow's theory of computation.
- 11.) Define communication. Explain its major barriers.
- 12.) Discuss the types of control system.