

## O&M:

### Chapter 4: Case Studies:

- Case Study - Defn

VImp • Objectives of Case Study

- Steps of Case Study (2072 Chaitra Gno. 10)

### Chapter 5:

- MIS Defn

VVImp • Ncd, function & Importance of MIS

VImp • Information Support for functional areas of management

- Website Defn

- Role of computer in MIS.

- How data & Information are used in office

- Decision Support System v/s MIS.

- Organizational Structure.

- Classification of Info. System.

### Chapter 3:

#### ① Motivation:

- Human needs

VImp • Maslow's Hierarchy of Needs

- What is motivation.

- Types of motivation.

- Attitude, Group, Executive Motivation

VVImp • Theories : • Theory X-Y

- Fear & punishment.

- Herzberg's Hygiene

- Vroom's

- Alderfer's ER<sub>h</sub> Theory

- McClelland Theory

## ② Leadership:

- Def<sup>n</sup>

VVimp - Qualities of a good leader

Imp - Blake's & Moulton's Managerial Grid

- Approaches (Styles)

- Leadership Theories

- Which type of leadership is most efficient in Nepal? Why?

- Boss v/s leader - Manager v/s leader

8 to

16 marks

## ③ Entrepreneurship:

Def<sup>n</sup>

- Need for promotion of Entrepreneurship

Imp - Steps for establishing small scale unit

- Risk & challenges in Nepal

- Entrepreneurship characteristics

## Chapter 2: Personal Management

• Personnel Mgmt Def<sup>n</sup>

• Functions of P.M.

• Manpower Planning

Imp • Recruitment & Selection of manpower (Steps)

• Personnel policy

• Wages & Incentives

- Factors affecting them

• Job Analysis, Evaluation & Merit rating

• Training & Development of manpower

• Role of interview in hiring process

• Wages v/s Salary

• Recruitment v/s Hiring

16

marks



[32-40 marks]

## Chapter 1: Introduction

### 1. • Organization

- Def<sup>n</sup>
- Need
- Principles
- Formal & Informal (Diff<sup>n</sup> also)
- Characteristics of organization
- Organization as an open system.

8 marks

### 2. • Management

- Def<sup>n</sup>
- Levels of management
- Function
- Models of management
- Importance
  - Skills of manager
- Organization v/s Management

8 marks

### 3. Theory of management

- Scientific
- Behavioral
- H. Fayol's theory
  - Taylor's principle
- Administrative
- Modern

0 to 8 marks

#### ✓ Imp. Behavioral v/s Scientific

- Administrative v/s Behavioral
- Rationale for Scientific

#### 4. Ownership

- Single
- Partnership
- Joint Stock
- Co-operative
- Public

Def<sup>n</sup>,  
Advantages  
Disadvantages

- An organization may change its form of ownership. Explain

8

marks

#### Organizational Structure

- Line
- Functional
- Line & Staff
- Committee

Def<sup>n</sup>, Adv, Disad

+ types

- Which is suitable for ~~eng~~ temporary engineering project?

#### 5. Purchasing

- Def<sup>n</sup> of purchasing & procurement.

✓ Imp - Functions of purchasing

✓ Imp - Methods of purchasing

- Marketing

- Importance of marketing

- Functions of marketing

- Advertising

- Advertising as best form of marketing.

8 marks.