



## Organization and management question bank

Operating System (Pokhara University)



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# POKHARA UNIVERSITY

Level: Bachelor

Programme: BE

Course: Organization and Management

Semester: Fall

Year : 2020

Full Marks: 100

Pass Marks: 45

Time : 3 hrs.

*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

**POKHARA UNIVERSITY**  
Semester: Spring

Level Bachelor  
programme, B.E.  
Course: Organization & Management

Year 2020  
Full Marks: 70  
Pass Mark: 35  
Time: 2 hrs

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

**Group - A: Attempt all questions. ( $5 \times 10 = 50$ )**

- Q No 1 How does the leader and manager differ? What is planning, explain the steps involved in planning 10
- Q No 2 Describe how the line organization differs with the Line and staff organization. Discuss the advantages and disadvantages of each of them 10
- Q No 3 Explain how Maslow's theory explain the different principles of Hierarchy of Needs. How it is different from Herzberg's theory. 10
- Q No 4 What are the different methods of recruiting employees? Explain the different sources of recruitment. 10
- Q No 5 What are the statutory provisions under the factory act which must be adopted in industrial establishment? Explain the types of compensation in an industry. 10

**OR**

How are grievances settled? How can a trade union and an employer receive assistance in settling a grievance? 10

**Group - B: ( $1 \times 20 = 20$ )**

- Q No.6 Define human resource management and bring out the need of Human Resource Management in an organization. Explain six human resource management functions. Imagine an organization without human resource department? Discuss four implications of an organization without human resource department. 20

# POKHARA UNIVERSITY

Level: Bachelor  
Programme: BE

Semester: Fall

Course: Organization and Management

Year : 2019

Full Marks: 100

Pass Marks: 45

Time : 3 hrs.

*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 management in an organization? Explain various function of the management. 8
- b) Briefly explain advantages and disadvantages of matrix organization. 7
2. a) Organization chart is foundation of good management. Justify this statement with reason. 7
- b) Briefly discuss learning organization and its characteristics? Explain the importance in the context of competitive market and dynamic business environment. 8
3. a) Define human resource management. Discuss different functions of HRM. 8
- b) What are the elements of compensation? Explain the recruitment process in detail. 7
4. a) What do you mean by personnel management? Explain the components of job analysis. 8
- b) Describe the different sources of conflicts with its solution in detail. 8
5. a) Write weaknesses of trade union. Explain how a trade union maintains good industrial relation in an industry. 8
- b) What is collective bargaining? Describe the process. 8
6. a) "Conflict Management is continuous process of improvement of an organization." Yes or No? Discuss. 7
- b) What are the methods of resolution of disputes? Briefly describe the principles of Negotiation. 8
7. Write short notes on: (Any two)
  - a) Organization structure
  - b) Need hierarchy
  - c) Health and safety

POKHARA UNIVERSITY

Level: Bachelor

Programme: BE

Semester: Spring  
Course: Organization and Management

Year : 2019

Full Marks: 100

Pass Marks: 45

Time : 3 hrs.

*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) Explain four functions of management and describe how they are related to each other. 7
- b) What are the differences between formal and informal organizations? Explain with suitable examples. 8
2. a) Define motivation. Discuss similarities and differences between Maslow's Theory of Motivation and Herzberg's Dual Factor Theory of Motivation. 8
- b) If you are a leader of an organization. Which leadership style you prefer? Explain any one of them. 7
3. a) Define human resource management. Discuss different functions of HRM. 8
- b) What is training? Explain the methods of on-the job and off-the job training. 7
4. a) What are the measures to maintain the health and safety in an organization? Explain the employee grievances and employees discipline. 8
- b) Discuss the meaning and importance of trade union in the organizational decision making. 8
5. a) Define trade union. Explain the various reasons for joining on trade union in an organization to employee. 7
- b) What is collective bargaining? Describe the process. 8
6. a) How does an organization get affected by the diversity of human interaction? Describe. 7
- b) How is discipline maintained in an organization? Explain. 8

7. Write short notes on: (Any two)
- a) Performance appraisal
  - b) MBE
  - c) MBO and ERG Theory

*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) Management has been defined as "getting things done through people." Comment on this statement.  
b) What are the major qualities of leader? Explain briefly the leadership style based on managerial grid theory with suitable example
2. a) Explain the dual Factoral theory of motivation with examples.  
b) Define organization structure. Differentiate between line organization and matrix organization.
3. a) Define leadership and why do you think that most of the managers nowadays follow MBO approach. Justify.  
b) Briefly describe the sources of recruitment.
4. a) What do you mean by Training and development? Describe about the types of job trainings.  
b) Who are the actors of labor relation? Describe the roles of any two actors in labor relation process.
5. a) What is conflict? Discuss how conflict can be resolved.  
b) Differentiate between personnel management and human resource management.
6. a) Define trade union. Briefly describe about the emerging industrial relations in Nepal.  
b) Define performance appraisal. Why it is necessary in management. Explain methods of performance appraisal.
7. Write short notes on: (Any two)
  - a) Job Description
  - b) Authority and responsibility
  - c) Collective bargaining

**POKHARA UNIVERSITY**

Level: Bachelor

Programme: BE

Course: Organization and Management

Semester: Spring

Year : 2018

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 management is and how its concept has been changing with time? Describe. 7
- b) Informal organization is more powerful compared to formal organization when it comes to dissemination of information. Do you agree? Discuss. 8
2. a) Without motivation smooth running of organization is impractical? Explain your logics with examples. Compare Maslow's hierarchy of need with Alderfer's ERG theory. 8
- b) Nepalese organization is facing problem of motivation from employee. Do you agree with this statement? Write some contemporary issues of Motivation in Nepal. 7
3. a) Define human resource management? Discuss different functions of HRM. 7
- b) What is recruitment? Discuss different sources of recruitment. 8
4. a) What is Industrial Relations? Discuss the challenges of industrial relations in Nepal. 7
- b) Discuss how trade unions can help improve employee discipline and confirm employee health and safety. 8
5. a) Discuss the importance of study of Human behaviour for effective management. 7
- b) What are the sources of conflicts? Describe about the different types of conflicts. 8
6. a) "An organization gets affected by the diversity of human interaction." Justify the statement. 8

- b) Write causes and settlement of grievances handling in Nepalese organization. 7
7. Write short notes on: (Any two) 2×5
- a) Matrix organization
  - b) Arbitration Vs Litigation
  - c) MBE
  - d) Employee health and safety

Level: Bachelor

Programme: BE

Course: Organization and Management

Semester: Fall

Year : 2017

Full Marks: 100

Pass Marks: 45

Time : 3 hrs.

*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 and explain the different functions of management. 8  
 b) What is formal organization? Briefly explain the advantages and disadvantages of functional organization. 8
2. a) What is motivation? Critically analyze Herzberg's motivation theory 8  
 b) Define leadership. Explain the managerial grid theory of leadership briefly. 8
3. a) What are the key sources of recruitment? Explain the various steps involved in the recruitment process briefly. 8  
 b) Explain job analysis and job description along with suitable examples. 8
4. a) Elaborate employee health & safety and its importance. Explain the causes of accidents. 8  
 b) What is industrial relation? Why is it necessary for the students of BBA to know about the importance of Industrial relations? Explain. 8
5. a) Define conflict management. Explain negotiation, mediation and arbitration as modes of conflict management. 8  
 b) What do you understand by intragroup and intergroup behavior? Explain briefly. 8
6. a) What is employee grievance? How grievances must be handled effectively in any organization? Explain. 8  
 b) What is compensation? Briefly explain the elements of compensation. 8
7. Write short notes on: **(Any two)**
  - a) Learning Organization
  - b) Principles of organization
  - c) Management by exception
  - d) Facilitation28

POKHARA UNIVERSITY

Level: Bachelor

Programme: BE

Course: Organization and Management

Semester: Spring

Year : 2017

Full Marks: 100

Pass Marks: 45

Time : 3 hrs.

*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) Explain the basic management functions illustrating the implications of it in engineering. 8
- b) Which type of organizational structure do you think is suitable for an engineering project and why do you think it is suitable? Explain. 7
2. a) Explain an organization as an open system. Discuss about advantages and disadvantages of line and staff organization. 7
- b) Define motivation and discuss its importance in an organization. Explain about the different types of incentives. 8
3. a) Define and differentiate management by objectives and management by exception. 7
- b) "Human resource management ensure that organizations get the right type of people, in right quantity and, at right time and places." Explain the statement on the basis of different HRM activities. 8
4. a) Recruitment is the process of identifying and attracting pool of best candidates. Justify this statement with the process required in recruitment. 7
- b) How does an organization know the need for training to its employees and what are the different methods to train them? Explain. 7
5. a) Define Collective bargaining and explain the process of collective bargaining. 8
- b) What should be the roles of employees as well as employer to maintain the health and safety inside on organization? Explain some preventive measures of accident. 8
6. a) Briefly discuss the modes of conflict management. Which one do you prefer the best mode of conflict management in Nepalese project, if 1

- any, and why? Explain.
- b) What do you mean by human interaction management? Differentiate between intergroup and intra group conflicts.
7. Write short notes on: (**Any two**)
- a) Employee grievances
  - b) Performance Appraisal
  - c) Needs Hierarchy Theory

# POKHARA UNIVERSITY

Level: Bachelor

Semester: Fall

Year : 2019

Programme: BE

Full Marks: 100

Course: Organization and Management

Pass Marks: 45

Time : 3hr.

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) Management is an art. Do you agree? Then how do you use this art to proper management of people in your engineering organization? 6
- b) Define organization. Which type of organization structure is suitable for engineering project? 7
2. a) Describe the formal and informal organization with examples. 8
- b) "Readers are leaders? Do you agree? Elaborate it on its basis of our contemporary leadership in Nepal. 7
3. a) Define trade union. Explain the various reasons for joining on trade union in an organization to employee. 8
- b) What is compensation management? Describe its components of compensation management. 7
4. a) Explain the Dual Factor Theory of motivation. How it differs the Maslow's hierarchy of needs theory. 8
- b) Explain the objectives and functions of human resource management. 8
5. a) "Conflict Management is continuous process of improvement of an organization." Yes or No? Discuss. 8
- b) What is human behavior in an organization? Write the impact on organization by human behavior. 8
- c) Why does arbitration called as ADR? Write its advantages for conflict management. 8
6. a) Why is mediator needed? How it distinguished from arbitration. 8
- b) What are the challenges and methods towards the improvement of industrial relation in Nepal? 8
7. Write short notes on: (Any two)
  - a) Health and safety
  - b) Job analysis
  - c) MBO and MBE.

**POKHARA UNIVERSITY**

Level: Bachelor

Programme: BE

Semester: Spring  
Course: Organization and Management

Year : 2016

Full Marks: 100

Pass Marks: 45

Time : 3 hrs.

*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) "Management is knowing exactly what you want people to do, and then seeing that they do it in the best and cheapest way." Explain on the basis of different management functions. 8
- b) What are the characteristics of organization? Informal organizations inside formal organizations has both positive and negative impact. Discuss. 7
2. a) What do you mean by organization? What are the principles of organization? Explain the matrix structure of organization. 8
- b) Make a comparison of Maslow's hierarchy of needs with Dual Factor Theory of Motivation. 7
3. a) Highlight your understanding about leadership. Explain about various leadership styles. 8
- b) What are the sources of recruitment? Explain them with their advantages and disadvantages. 7
4. a) Why performance appraisal is needed in organizations? What are the various methods of performance appraisal? Explain about the critical incident method of performance appraisal. 8
- b) Explain recruitment, sources of recruitment and factors affecting recruitment. 7
5. a) On the basis of characteristics, objectives and functions of trade union, explain how trade unions can benefit the organization. 8
- b) What do you understand by Industrial Relation? Why is it important for engineers to understand about the industrial relation? 8
6. a) List different models of conflict management. Explain about Mediation and Negotiation. 8

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बालकुमारी, ललितपुर ९८४९५९९९२  
NCIT College

- b) "Conflict is not only important but also extremely necessary for organization to prosper" Explain it. 7
7. Write short notes on: (Any two) 2x5
- a) Process of Collective bargaining
  - b) Learning Organization
  - c) Functions of management

**POKHARA UNIVERSITY**

Level: Bachelor

Semester: Fall

Programme: BE

Year : 2015

Course: Organization and Management

Full Marks: 100

Pass Marks: 45

Time : 3 hrs.

*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) Give the concept of management. Explain the function of management. 8
- b) What is organization? Discuss its characteristics. 7
2. a) What are formal and informal organizations? Briefly discuss advantages and disadvantages of Line and Staff organization. 8
- b) Define motivation. Discuss Maslow's theory of Hierarchy of needs. 7
3. a) Managing HR is much more difficult than managing physical resources. Discuss the above statement with suitable examples. 7
- b) What is performance appraisal? Explain the essay method and critical incident method of performance appraisal. 8
4. a) What is collective bargaining? Discuss its importance in any organization. What are the factors that affect the efficiency of workers? 7
- b) What is employee grievance? How grievances must be handled effectively in any organization. Explain. 8
5. a) What is management? Explain different functions of management. 8
- b) Why an engineer needs the knowledge of management? Discuss. 7
6. a) How proper health and safety can be maintained in work place? Explain 8
- b) "According to modern approach, conflict inspires change". Elaborate it. Briefly discuss mediation and arbitration as conflict resolution technique. 8
7. Write short notes on: (Any two) 2x5
  - a) Management by Objectives
  - b) One the - job Training.
  - c) Management by Objectives

**POKHARA UNIVERSITY**

Level: Bachelor

Programme: BE

Semester: Spring

Course: Organization and Management

Year : 2015

Full Marks: 100

Pass Marks: 45

Time : 3 hrs.

*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 do you mean by management? Explain the scope and application of management. 8
- b) What is an organization? Compare functional organization with line-staff organization with suitable examples. 7
2. a) Describe the formal and informal organization with examples. 8
- b) Explain expectation theory of motivation. 7
3. a) What is MBO? Explain the functions and steps in MBO in detail. 7
- b) What are the functions of human resource management? Explain in brief. 8
4. a) What is performance appraisal? Explain any four traditional methods of performance appraisal. 8
- b) What do you understand by industrial relation? Briefly explain the parties involved in the industrial relation. What are the outcomes of a bad industrial relation? 7
5. a) What is collective bargaining? Explain the process of collective bargaining. 8
- b) Why legal action is not treated as a good mode of conflict management? Explain. 7
6. a) What is meant by human resource management? Briefly explain about job analysis, job description and job specification. 8
- b) Explain the process of Negotiation and Arbitration with examples. 7
7. Write short notes on: (Any two) 2x5
  - a) On the job training
  - b) Incentives
  - c) Arbitration
  - d) Collective bargaining

Level: Bachelor

Programme: BE

Course: Organization and Management

Semester: Fall

Year : 2014

Full Marks: 100

Pass Marks: 45

Time : 3 hrs.

*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) Discuss the functions of management? Explain the practical implications of these function to Engineers. 8
- b) What is formal and informal organization? Discuss the importance of informal organization in modern businesses. 7
2. a) How does matrix design assist organizations to operate in a complex environment? Describe. 8
- b) What are the styles of leadership? Explain 'Good leaders are good motivators'. 7
3. a) Compare and comment the Maslow's need hierarchy theory of motivation and Herzberg's two factor theory of motivation? 7
- b) What are the functions of personnel management? What are the elements used in job description and job specification? 8
4. a) Why training is essential for employees? Explain about various types of on-the-job training methods. 7
- b) How forced choice method is different from other methods of performance appraisal. 8
5. a) What are the impact of diversity issues in human interaction? Explain in your own words by giving suitable example. 5
- b) Employee's grievance leads to the dissatisfaction among the employees. Discuss the causes and consequences of grievance. 5
- c) Write a brief history on labor union movement in Nepal? 5
6. a) What do you mean by Arbitration? What are the elements of Arbitration? 8
- b) Discuss the impact of intragroup and intergroup behavior on the overall performance of an organization. 7

7. Write short notes on: (**Any two**)
- a) Management by objective.
  - b) Employee by objective.
  - C) Employee discipline

# POKHARA UNIVERSITY

Level: Bachelor

Programme: BE

Course: Organization and Management

Semester: Spring

Year : 2014

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) Explain about the function and meaning of management?   | 7   |
|    | b) What are the features of organization? State difference between formal and informal organization. | 8   |
| 2. | a) Explain about the Maslow's Hierarchy Needs?   | 7   |
|    | b) Define managerial grid theory? State its benefit to manager.                                      | 8   |
| 3. | a) What is personnel Management? Explain its function.   | 7   |
|    | b) What is training? Is it important for employees to increase performance?                          | 8   |
| 4. | a) Explain about the importance of trade union?  | 7   |
|    | b) Why is collective bargaining important for the settlement of disputes?                            | 8   |
| 5. | a) Why industrial health is important? What are the health measures the workers in an organization?  | 8   |
|    | b) Explain the duties of Arbitration?  | 7   |
| 6. | a) Describe methods for the resolution of conflicts.   | 7   |
|    | b) State the objective and significance of MBO.  | 8   |
| 7. | Write short notes on: (Any two)  | 2×5 |
|    | a) Principles of organization.   |     |
|    | b) Job analysis.   |     |
|    | c) Organisation chart.   |     |

POKHARA UNIVERSITY

Level: Bachelor  
Programme: BE  
Course: Organiza

Semester: Spring

Year : 2013  
Full Marks: 100  
Pass Marks: 45  
Time : 3 hrs

*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.*

- |   |     |
|---|-----|
| <p>1. a) Why an engineer needs the knowledge of management? Explain.</p> <p>b) What is the difference between formal and informal organization with suitable examples.</p>                                    | 8   |
| <p>2. a) What are the types of organization? Explain briefly about matrix organization and its advantages.</p> <p>b) What is motivation? Briefly explain the theory X of motivation.</p>                      | 7   |
| <p>3. a) Explain the main characteristics of management.</p> <p>b) Define recruitment. Explain briefly about the sources of recruitment.</p>  | 7   |
| <p>4. a) Briefly discuss the steps in a job analysis. How training plays vital role in motivation? Explain.</p> <p>b) What is collective bargaining? Discuss the factors affecting collective bargaining.</p> | 7   |
| <p>5. a) What do you mean by Arbitration? Discuss the duties of an Arbitrator.</p> <p>b) Discuss the meaning and importance of trade union in the organizational decision making.</p>                         | 7   |
| <p>6. a) What do you mean by Mediation? Why is mediator needed?</p> <p>b) What do you understand by legal action? Describe briefly.</p>   | 7   |
| <p>7. Write short notes on: (Any two)</p> <p>a) Health and safety</p> <p>b) Methods of wage payments</p> <p>c) Collective Bargaining</p> <p>d) Organization chart.</p>  | 2x5 |

**POKHARA UNIVERSITY**

Level: Bachelor  
Programme: BE

Semester: Fall

Course: Organization and Management

Year : 2013  
Full Marks: 100  
Pass Marks: 45  
Time : 3 hrs.

*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.*

- a) What are the functions of management in an organization? Explain with suitable examples. 8
- b) Differentiate between formal and informal organizations with suitable example for each. 8
- a) How far Maslow's Hierarchy of Need Theory and Two Factor Theory is applicable in Nepalese Organizations? Code an example. 8
- b) "Leaders are born not developed" with the help of this statement, explain Trait approach of leadership. 8
- a) Why job analysis is required? Briefly describe the step in a job analysis. 7 8
- b) "Personnel management is the planning, organizing, compensation, integration and maintenance of people for the purpose of contributing to organizational, individual and societal goals" explain. 8
4. a) What is trade union? What do you think is the current scenario of trade union in Nepal? 8
- b) Discuss the factors affecting collective bargaining? How far it helps in establishing employee relation. 8
5. a) What is the concept of training? How it helps in solving organizational problem, in context of Nepalese organizations. Give suitable examples. 8
- b) Explain compensation system and its different types. 8
6. a) Define the impact of diversity issues in Human Interactions? 8
- b) How conflict takes place in an organization? What are the techniques of resolving it? 8

- Write short notes on: (Any two)
- a) MBO
  - b) Health & safety.
  - c) Intergroup and intergroup behavior.

# POKHARA UNIVERSITY

Level: Bachelor

Programme: BEIT

Course: Organization and Management

Semester: Spring

Year : 2012

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 role of Managers in an organisation.   | 8   |
|    | b) Explain the intergroup and intragroup behavior in an organization.  | 7   |
| 2. | a) Define Organisation. Explain the characteristics and principles of an organization.   | 8   |
|    | b) Differentiate between formal and informal organization with an example.   | 7   |
| 3. | a) What is motivation? Critically analyze Herzberg's motivation-Hygiene theory.  | 8   |
|    | b) What is training? Explain different types of training.  | 7   |
| 4. | a) Why industrial health is important? What are the health measures for the workers in an organization?  | 8   |
|    | b) What is leadership? Explain in detail the managerial grid theory. Which leadership style in the grid is the most effective according to Black and Mouton. | 7   |
| 5. | a) Define Personnel Management and explain its functions.  | 8   |
|    | b) How does an organization get affected by the diversity of human interaction? Explain.   | 7   |
| 6. | a) What is industrial relation? Why is it necessary for the students of IT to know about the importance of Industrial relations?                             | 8   |
|    | b) Describe different sources of conflicts. How can conflict be resolved?  | 2x5 |
| 7. | Write short notes on: (Any two)  |     |
|    | a) Negotiation and Arbitration   |     |
|    | b) Management by exception   |     |
|    | c) Trade union movement in Nepal.  |     |

सुगम सेसनरी सलायरी एड फोटोफोटो लाइन  
बालकुमारी, ललितपुर ९८४९५९३५९९  
NCIT College