

FAR WESTERN UNIVERSITY
Semester End Examination-2081
Fundamentals of Business Management (MGT 113)

Faculty: Management (BBA)

Level: Undergraduate

Semester: First

Full Marks: 100

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.*

Group – 'A'

Attempt all questions (Short answer questions)

10×2=20

1. What do you mean by organizational goal? State any four features of effective organizational goals.
2. What is time management? Enlist any four techniques for time management.
3. Mention any eight principles of management propounded by Henry Fayol.
4. Introduce the term "organization" and mention any four types of organizations.
5. What are different types of plan on the basis of hierarchy and time period?
6. What do you mean by group decision making?
7. Make a figurative presentation of decision making styles
8. What do you understand by simple organizational structure?
9. What is quality control? Mention any four ethical issues in control.
10. Define the term knowledge management and stress management.

Group – 'B'

Attempt any six questions. (Long answer questions)

6×10=60

11. Introduce scientific management and explain the major contributions of F.W. Taylor to the development of management thoughts.
12. Define management. Briefly explain the basic functions of management and their inter-relationship.
13. "The success of the organization depends on the proper formulation and implementation of planning". In the light of this statement explain the planning process that a typical organization follows.
14. "All the managerial functions are the part of decision making process". By focusing this statement, explain the concept of decision making and various conditions for decision making in the organization.

15. Why do you think managers have difficulty in delegating? What can be done to overcome these difficulties?
16. Maslow viewed human motivation as a hierarchy of five needs, enumerate these five needs with example.
17. Identify basic leadership styles and explain which style is thought to be more effective in present day context.
18. Define controlling process followed by the managers to make it effective.

Group – 'C'

19. **Read the given case and answer the questions that follow: [20]**

Apex Furniture Company was established 25 years ago in Kalimati, Kathmandu and has gradually expanded over the years. It has gained reputation in market through quality products in these 25 years. As a result, it has been receiving several large orders for furniture products from the government agencies and non-government organization.

General Manager acts as the chief executive of the company. On the basis of nature of function the company has been divided into four departments: production, marketing, finance, and human resource. Each department is entrusted to a department manager who is expert in his own area of profession.

Department managers maintain their own separate filing, mailing, secretarial and other documentation functions. For general administration and logistic support of all the managers a junior level staff is in charge of functional activities. The organization structure of the company shows that in production department, there are senior office assistants who are responsible for purchasing, receiving, storing, dispatching, and cost accounting activities. In marketing department, there are senior office assistants who are responsible for sales, advertising, credit, accounts receivable and market research. In finance department, there are senior office assistants who are responsible for financial accounting, taxes clearance, financial analysis, budgeting etc, and in human resource department there are senior office assistants who are responsible for maintaining attendance, record of performance, sending records to account sections for remuneration, human resource planning and development etc.

The volume of business of the company has been increasing and the general manager of the company has to provide quick information to customers, creditors, suppliers and other stakeholders. However, in recent time, chief

executive is facing difficulty in obtaining information. He has to go through different sources and time is wasted locating the information. He also realized that many office equipments remained idle whereas required official reports were not found on time. To overcome the communication difficulties, he held a meeting with the department managers and indicated his dissatisfaction. Departmental managers however, said that they cannot change any of their routines or transfer any staffs for other works. Study the above case carefully and answer the following questions:

Questions:

1. What is the main reason for success of the company for 25 years?
2. Mention the major problem areas of Apex Furniture Company.
3. Under which form of organization is the company presently functioning?
4. Suggest which form of organizational structure would be appropriate for the company to overcome the existing problems?
5. What are the major steps that chief executive should take for future prospects of the company?